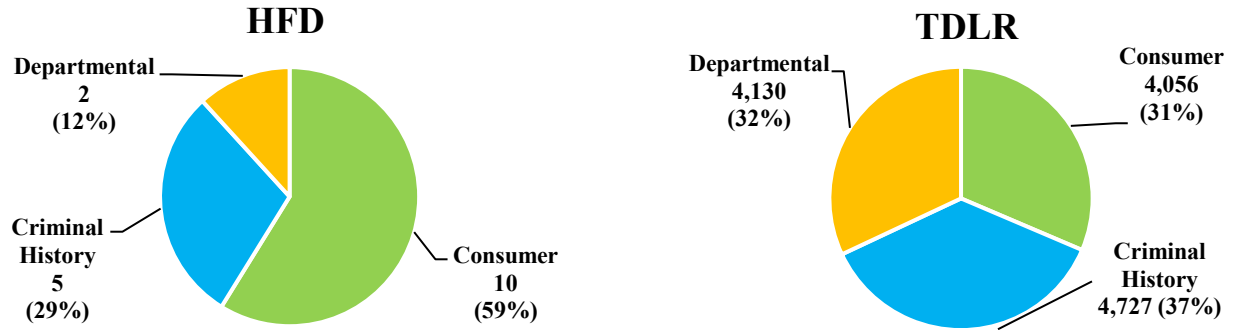


Hearing Instrument Fitters and Dispensers (HFD)

Key Statistics	HFD Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	1,038	1,019,176
Complaints Received by Source	321	134,663
Consumer complaints	22	12,216
Department initiated complaints	2	4,096
Criminal History Records reviewed for licensure	297	118,351
Cases Opened	17	12,913
Consumer	10	4,056
Departmental	2	4,130
Criminal History	5	4,727
Cases Closed	12	12,694
Consumer	7	4,467
Departmental	0	3,487
Criminal History	5	4,740
Average Time to Close (days)	183.67	206.68
% of Cases Resolved Within 6 Months	75.00%	64.46%
% of Cases Resulting in Disciplinary Action	33.33%	12.94%
% of Cases Not Resulting in Disciplinary Action	66.67%	87.06%
Open Cases Pending at End of Fiscal Year	11	7,651
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	HFD Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	4	1,643
Agreed Orders	0	918
Commission Orders	0	20
Default Orders	4	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$21,000.00	\$3,095.17
Total Penalties Assessed	\$84,000.00	\$4,769,650
Total Penalties Collected	\$0.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	2	171
Licenses Revoked (Disciplinary)	2	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	HFD Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$5,240.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	5	4,993
Informally Resolved	0	526
Insufficient Evidence	2	2,516
Warning Letters	1	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



HFD Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Criminal history	5
Unethical conduct	4
Records violation	2
False, misleading, and deceptive advertisement	2
Unprofessional conduct	2
Unlicensed	1
Failed to pay dishonored check	1
Late, incorrect, or no refund issued	1

HFD Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Late, incorrect. or no refund issued	2
Unethical conduct	2
Unprofessional conduct	2
Unlicensed	1
Refuse or interfered with an inspection or investigation	1