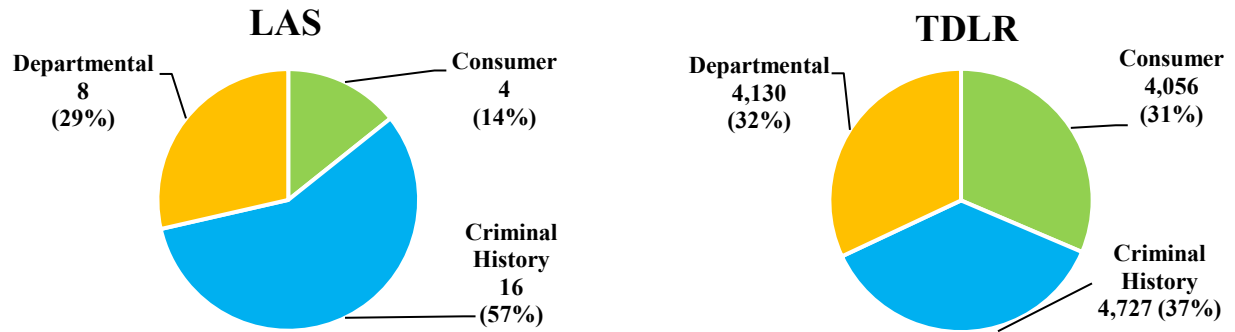


Laser Hair Removal (LAS)

| Key Statistics | LAS Fiscal Year 2025 | TDLR Fiscal Year 2025 |
|-----------------------------------------------------------------|----------------------|-----------------------|
| Total Licensees | 6,171 | 1,019,176 |
| Complaints Received by Source | 1,095 | 134,663 |
| Consumer complaints | 50 | 12,216 |
| Department initiated complaints | 8 | 4,096 |
| Criminal History Records reviewed for licensure | 1,037 | 118,351 |
| Cases Opened | 28 | 12,913 |
| Consumer | 4 | 4,056 |
| Departmental | 8 | 4,130 |
| Criminal History | 16 | 4,727 |
| Cases Closed | 39 | 12,694 |
| Consumer | 14 | 4,467 |
| Departmental | 6 | 3,487 |
| Criminal History | 19 | 4,740 |
| Average Time to Close (days) | 183.77 | 206.68 |
| % of Cases Resolved Within 6 Months | 74.36% | 64.46% |
| % of Cases Resulting in Disciplinary Action | 12.82% | 12.94% |
| % of Cases Not Resulting in Disciplinary Action | 87.18% | 87.06% |
| Open Cases Pending at End of Fiscal Year | 4 | 7,651 |
| Cases Referred to SOAH | 0 | 133 |
| Contested Cases Heard at SOAH | 0 | 62 |
| Formal Case Outcomes | LAS Fiscal Year 2025 | TDLR Fiscal Year 2025 |
| Final Orders | 5 | 1,643 |
| Agreed Orders | 3 | 918 |
| Commission Orders | 0 | 20 |
| Default Orders | 2 | 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 | \$3,200.00 | \$3,095.17 |
| Total Penalties Assessed | \$16,000.00 | \$4,769,650 |
| Total Penalties Collected | \$6,000.00 | \$1,783,085 |
| Total Disciplinary Suspensions and Revocations | 0 | 171 |
| Licenses Revoked (Disciplinary) | 0 | 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 | LAS Fiscal Year 2025 | TDLR Fiscal Year 2025 |
| Consumer Restitution | \$0.00 | \$808,739.25 |
| Other Cases Closed without Disciplinary Actions | 24 | 4,993 |
| Informally Resolved | 0 | 526 |
| Insufficient Evidence | 6 | 2,516 |
| Warning Letters | 4 | 2,939 |
| Withdrawn by Complainant | 0 | 77 |
| Cease & Desist Orders | 1 | 19 |
| Emergency Orders | 0 | 54 |

Cases Opened Fiscal Year 2025



LAS Alleged Violations at Opening

| Fiscal Year 2025 | |
|-----------------------------------|-------|
| Alleged Violation at Opening | Count |
| Criminal history | 16 |
| Failed to pay dishonored check | 5 |
| Unlicensed technician | 3 |
| Unlicensed facility | 2 |
| Failed to wear protective eyewear | 1 |
| Failed to comply with an order | 1 |
| Failed to post warning signs | 1 |

LAS Violations Resulting in Disciplinary Action

| Fiscal Year 2025 | |
|-----------------------------------------------------------|-------|
| Violation Resulting in Disciplinary Action | Count |
| Refused or interfered with an inspection or investigation | 4 |
| Unlicensed technician | 3 |
| Unlicensed facility | 3 |
| Certifying entity failed provide due process LHR student | 1 |