

FY 2025 INVESTIGATIVE ACTIVITY  
Department of Commerce, Community, and Economic Development  
Division of Corporations, Business and Professional Licensing

# **Annual Report**

## **Fiscal Year 2025**

### **INVESTIGATIONS UNIT**

**October 2025**



## **FY 2025 Investigative Activity**

**July 1, 2024 – June 30, 2025**

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

Opened Cases	Closed Cases
<b>1216</b>	<b>1243</b>

The number of opened cases reflects ongoing investigative efforts of all types. Cases close at various points in the process; the general categories are described below.

**Intakes:** A case is opened based on initial contact with a complainant. If the complainant does not submit a formal written complaint to the division, cases are generally closed within thirty days. Cases will be reopened should a written complaint be returned. Intakes also include licensing applications received from professional licensing staff so Investigations can review potential issues for accuracy and potential violations. Cases closed at intake reflect those where a formal written complaint was not received and applications reviewed.

**Complaints:** Upon receipt of a formal written complaint, cases are assessed to determine if they are within the division’s jurisdiction. If so, cases are investigated by certified investigators to gather evidence and interview relevant parties. Cases closed at this stage reflect those where formal written grievances about a licensee were received, but the case was:

- Closed without action because the allegation is not jurisdictional under licensing statutes or regulations; or
- Closed without action because the board has determined the alleged conduct does not rise to the level appropriate for licensing action.

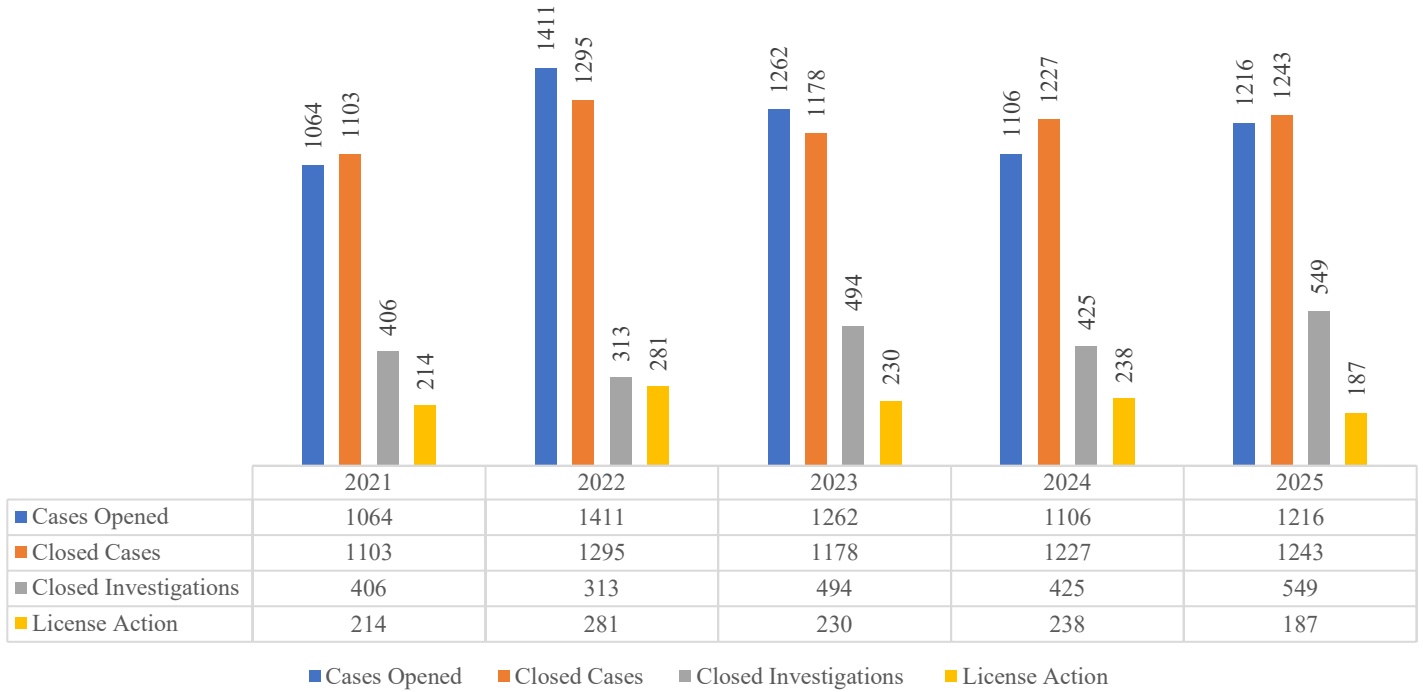
**Investigations:** These are cases where a formal written complaint was received that was jurisdictional and the board determined serious enough to warrant license action. These are matters clearly demonstrating the potential for violation of licensing statutes or regulations. These are reviewed by a board member and forwarded to the full board for formal censure or discipline.

**Division Inspections:** Investigators perform inspections on behalf of professional licensing programs under Alaska Statute 08.01.050 (a)(19). All programs can conduct inspections; however, the most common programs that employ compliance inspections are Pharmacy, Massage Therapy, Barbers & Hairdressers, Construction Contractors, Mechanical and Electrical Administrators, and Pawnbrokers.

Case Category	Total	Difference from FY 2024 to FY 2025
<b>Intakes Closed</b>	311	-7%
<b>Complaints Closed</b>	304	-35%
<b>Investigations Closed</b>	549	+29%
<b>Inspections Conducted</b>	42	+71%
<b>Cases Resulting in License Action</b>	187	-24%

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

INVESTIGATIONS UNIT ACTIVITY BY FISCAL YEAR



**Probation:** Matters opened by the division to track licensees’ adherence to the terms of mandated license probation as part of discipline determined by a board. Typically, a licensee is on probation because of board action after a formal investigation. Licensees can be placed on probation anywhere from six months to five years depending on board precedent and severity of offense warranting discipline.

<b>Licensees Placed on Probation in FY 2025</b>	39
<b>Licensees Whose Probation Was Terminated in FY 2025</b>	37

**Top Complaints Received by Division:** The Division’s case management system tracks complaints received by the Division and each complaint is assigned one violation type from a list of standard categories. Below are the top violation types for complaints received by the Division. Violation of Licensing Statute or Regulation is chosen when there is no other specific applicable violation in the list (as all complaints are due to a violation of statute or regulation). It can encompass a wide range of violations due to the number of regulated professions that each have a unique set of statutes and regulations.

<b>Top Complaints Received by Division</b>	
<b>Violation of Licensing Statute or Regulation</b>	177
<b>Unlicensed Practice or Activity</b>	176
<b>Continuing Education Violation</b>	160
<b>Unprofessional/Unethical Conduct</b>	152
<b>Prescription Drug Monitoring Program Violation</b>	132

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

<b>FY 2025 Closed Case Dispositions</b>	<b>Count of Cases</b>
Abandoned License Application	2
Administrative Fine Paid	12
Advisement Letter	321
Application Denied	10
Application Withdrawn	14
Cease and Desist Order	1
Closed - Case Opened	3
Compliance	91
Consent Order	4
Incomplete Complaint	166
License Action	187
License Lapsed - Flagged Do Not Renew	23
No Action - Insufficient Evidence	5
No Action - Lack of Jurisdiction	44
No Action - Minor Offense	3
No Action - No Violation	205
No Action - Unfounded	14
Other (See Abstract)	31
Probation Completed	30
Referred to Other Agency	6
Application Review Complete	71
<b>Grand Total</b>	<b>1243</b>

(Closed case dispositions definitions can be found on page 7 of this report.)

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

**Top 10 Boards Receiving Complaints**

<b>Board or Profession</b>	<b>Total Licensees</b>	<b>Complaints Received</b>
Nursing (Including Certified Nurse Aids)	30,246	283
Pharmacy	6,887	199
Medical	10,199	155
Big Game Commercial Services	1,593	69
Real Estate	3,650	59
Barbers and Hairdressers	6,812	55
Construction Contractors	9,689	44
Dental	3,670	42
Professional Counselors	1,778	39
Social Workers / Public Accountancy	1,445 / 1,544	35 / 35
<b>Total</b>	<b>77,513</b>	<b>1,015</b>

Total FY 2025 Professional Licenses: 112,384

**Top 10 License Types Receiving Complaints**

<b>Profession</b>	<b>Complaints Received</b>
Physician	135
Registered Nurse	125
Advanced Practice Registered Nurse	84
Pharmacy	77
Pharmacist	74
Certified Nurse Aide	53
Professional Counselor	39
Dentist	38
Real Estate Salesperson	37
Certified Public Accountant	35
<b>Total</b>	<b>697</b>

FY 2025 INVESTIGATIVE ACTIVITY  
Department of Commerce, Community, and Economic Development  
Division of Corporations, Business and Professional Licensing

**Disciplinary Actions Taken for All Professions in FY 2025**

<b>Discipline Type</b>	<b>Total</b>
<b>Audit compliance</b>	38
<b>Additional Education Imposed</b>	30
<b>Fine</b>	122
<b>Probation</b>	39
<b>Reprimand</b>	79
<b>Revocation</b>	3
<b>Surrender</b>	20
<b>Suspension</b>	14
<b>Grand Total</b>	<b>345*</b>

(\*License action cases may contain multiple disciplinary actions.)

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

**Common Closed Case Dispositions:**

1. <b>Abandoned License Application:</b> An applicant has failed to complete a submitted license application.
2. <b>Administrative Fine Paid:</b> An unlicensed contractor administrative fine being paid in full.
3. <b>Advisement Letter:</b> A letter issued to a licensee advising them that they were under official investigation, that a violation occurred, and warning them about the specific conduct. Advisement letters are issued when there is a violation but it did not rise to the level requiring formal disciplinary action.
4. <b>Application Denied:</b> Board or Division has denied an application for licensure.
5. <b>Application Withdrawn:</b> Applicant has withdrawn their application for licensure.
6. <b>Cease and Desist Order:</b> Unlicensed person/business being directed to cease practice or business.
7. <b>Closed - Case Opened:</b> When an inspection has been conducted and violations may be present, the inspection is closed in order to track that the inspection is complete and a new investigative case is opened to pursue the violation.
8. <b>Compliance:</b> When an inspection has been conducted and no violations were found, or a licensee has come into compliance with statutes and regulations and no further action is taken.
9. <b>Consent Order:</b> Confidential consent agreement (done for certain self-reported substance abuse matters).
10. <b>Criminal Prosecution:</b> Case will be pursued criminally.
11. <b>Declined by AG:</b> The Office of the Attorney General determined administrative prosecution could not occur based on legal requirements.
12. <b>Incomplete Complaint:</b> A complainant did not complete a complaint packet within 30 days.
13. <b>License Action:</b> Disciplinary action taken on a license. For example, a consent agreement with probation, a fine and additional education, or a revocation of license.
14. <b>Licensed Lapsed - Flagged Do Not Renew:</b> If a license has lapsed and the licensee is no longer practicing in Alaska, a case may be closed but their license will be flagged so if they re-apply for licensure, the case will be reopened, and investigation resumed prior to licensure.
15. <b>No Action - Insufficient Evidence:</b> After a full investigation there is not enough evidence to prove a violation occurred by the preponderance of the evidence.
16. <b>No Action - Lack of Jurisdiction:</b> The Division does not have jurisdiction over the complaint.
17. <b>No Action - Minor Offense:</b> Violations that have occurred but are so minor that they do not require formal action.
18. <b>No Action - No Violation:</b> The evidence in the case showed no violations occurred.
19. <b>No Action - Unfounded:</b> Similar to insufficient evidence; there was not enough evidence to prove a violation occurred based on preponderance of the evidence.
20. <b>Other:</b> Disposition used when all other closure types are not applicable.
21. <b>Probation Completed:</b> A probation term for a licensee has ended.

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

**FY 2025 Total Closed Investigative Cases by Board/Commission/Program**

All Boards & Programs Total Cases Closure Type	Total Cases
<b>BUSINESS LICENSING</b>	<b>49</b>
Compliance	12
Incomplete Complaint	16
License Action	6
No Action - Lack of Jurisdiction	2
Other (See Abstract)	12
Review Complete	1
<b>PROFESSIONAL LICENSING</b>	
<b>Architects, Engineers, Land Surveyors</b>	<b>16</b>
Advisement Letter	4
Incomplete Complaint	2
License Action	3
No Action - Lack of Jurisdiction	3
No Action - No Violation	4
<b>Athletic Trainers</b>	<b>1</b>
No Action - No Violation	1
<b>Audiologists</b>	<b>4</b>
Incomplete Complaint	1
License Action	1
No Action - Insufficient Evidence	1
Other (See Abstract)	1
<b>Barbers and Hairdressers</b>	<b>64</b>
Advisement Letter	12
Closed - Case Opened	3
Compliance	21
Incomplete Complaint	9
License Action	3
License Lapsed - Flagged Do Not Renew	2
No Action - Insufficient Evidence	1
No Action - No Violation	5
No Action - Unfounded	1
Other (See Abstract)	2
Probation Completed	4
Review Complete	1
<b>Behavior Analysts</b>	<b>1</b>
Other (See Abstract)	1

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

<b>Big Game Commercial Services</b>	<b>68</b>
Abandoned License Application	1
Advisement Letter	7
Application Withdrawn	1
Incomplete Complaint	8
License Action	25
License Lapsed - Flagged Do Not Renew	1
No Action - Minor Offense	1
No Action - No Violation	5
Probation Completed	4
Review Complete	15
<b>Chiropractic Examiners</b>	<b>6</b>
Incomplete Complaint	3
No Action - No Violation	2
Other (See Abstract)	1
<b>Collection Agencies</b>	<b>14</b>
Advisement Letter	1
No Action - No Violation	3
Probation Completed	
<b>Construction Contractors</b>	<b>47</b>
Administrative Fine Paid	12
Advisement Letter	2
Incomplete Complaint	23
No Action - Lack of Jurisdiction	5
No Action - No Violation	2
Other (See Abstract)	3
<b>Dental Examiners</b>	<b>40</b>
Advisement Letter	11
Incomplete Complaint	5
License Action	3
No Action - Lack of Jurisdiction	2
No Action - No Violation	8
No Action - Unfounded	2
Other (See Abstract)	2
Review Complete	7
<b>Dieticians &amp; Nutritionists</b>	<b>1</b>
No Action - No Violation	1
<b>Direct-Entry Midwives</b>	<b>4</b>
Incomplete Complaint	1

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

No Action - No Violation	2
Probation Completed	1
<b>Electrical Administrators</b>	<b>1</b>
Advisement Letter	1
<b>Euthanasia of Domestic Animals</b>	<b>1</b>
Referred to Other Agency	1
<b>Guardians and Conservators</b>	<b>1</b>
Review Complete	1
<b>Marine Pilots</b>	<b>13</b>
Advisement Letter	1
Application Denied	1
No Action - No Violation	2
Review Complete	1
<b>Marital &amp; Family Therapy</b>	<b>3</b>
Incomplete Complaint	2
Review Complete	1
<b>Massage Therapists</b>	<b>34</b>
Advisement Letter	4
Cease and Desist Order	1
Compliance	6
Incomplete Complaint	5
License Action	6
No Action - Lack of Jurisdiction	1
No Action - No Violation	10
Review Complete	1
<b>Mechanical Administrators</b>	<b>3</b>
Incomplete Complaint	3
<b>Medical Board</b>	<b>236</b>
Abandoned License Application	1
Advisement Letter	110
Application Denied	2
Compliance	13
Incomplete Complaint	13
License Action	37
License Lapsed - Flagged Do Not Renew	9
No Action - Insufficient Evidence	1
No Action - Lack of Jurisdiction	7
No Action - Minor Offense	1
No Action - No Violation	28

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

No Action - Unfounded	3
Probation Completed	4
Referred to Other Agency	3
Review Complete	4
<b>Mortuary Science</b>	<b>1</b>
No Action - No Violation	1
<b>Naturopathy</b>	<b>3</b>
Advisement Letter	2
No Action - No Violation	1
<b>Nursing</b>	<b>226</b>
Advisement Letter	68
Application Denied	3
Application Withdrawn	5
Compliance	9
Consent Order	4
Incomplete Complaint	16
License Action	34
License Lapsed - Flagged Do Not Renew	5
No Action - Insufficient Evidence	1
No Action - Lack of Jurisdiction	18
No Action - No Violation	45
Other (See Abstract)	1
Probation Completed	11
Review Complete	6
<b>Optometry</b>	<b>2</b>
Advisement Letter	1
No Action - No Violation	1
<b>Pharmacy</b>	<b>199</b>
Advisement Letter	71
Application Denied	4
Application Withdrawn	4
Compliance	30
Incomplete Complaint	16
License Action	11
License Lapsed - Flagged Do Not Renew	3
No Action - Lack of Jurisdiction	1
No Action - Minor Offense	1
No Action - No Violation	27
No Action - Unfounded	5

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

Non Disciplinary Letter of Advisement	1
Other (See Abstract)	2
Probation Completed	1
Review Complete	22
<b>Physical Therapy &amp; Occupational Therapy</b>	<b>13</b>
Advisement Letter	1
Application Withdrawn	1
Incomplete Complaint	4
License Action	1
No Action - No Violation	4
Probation Completed	1
Review Complete	1
<b>Professional Counselors</b>	<b>26</b>
Advisement Letter	6
Incomplete Complaint	10
License Action	1
No Action - No Violation	7
Other (See Abstract)	1
Probation Completed	1
<b>Psychologists and Psychological Associates</b>	<b>20</b>
Advisement Letter	3
Incomplete Complaint	3
License Action	4
License Lapsed - Flagged Do Not Renew	2
No Action - No Violation	5
Other (See Abstract)	2
Referred to Other Agency	1
<b>Public Accountancy</b>	<b>74</b>
Advisement Letter	2
Application Withdrawn	2
Incomplete Complaint	4
License Action	39
License Lapsed - Flagged Do Not Renew	1
No Action - No Violation	18
Referred to Other Agency	1
Review Complete	7
<b>Real Estate Appraisers</b>	<b>13</b>
Advisement Letter	3
Application Withdrawn	1

FY 2025 INVESTIGATIVE ACTIVITY  
 Department of Commerce, Community, and Economic Development  
 Division of Corporations, Business and Professional Licensing

Incomplete Complaint	2
No Action - Lack of Jurisdiction	1
No Action - No Violation	4
No Action - Unfounded	1
Review Complete	1
<b>Real Estate Commission</b>	<b>48</b>
Advisement Letter	6
Incomplete Complaint	14
License Action	9
No Action - Insufficient Evidence	1
No Action - Lack of Jurisdiction	4
No Action - No Violation	9
No Action - Unfounded	2
Other (See Abstract)	3
<b>Social Work</b>	<b>17</b>
Advisement Letter	2
Incomplete Complaint	4
License Action	2
No Action - No Violation	8
Review Complete	1
<b>Speech Language Pathologists</b>	<b>3</b>
Incomplete Complaint	1
License Action	1
Review Complete	1
<b>Veterinary Examiners</b>	<b>6</b>
Advisement Letter	2
Incomplete Complaint	1
License Action	1
No Action - No Violation	2
<b>Grand Total</b>	<b>1243</b>