

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
1216	1243

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.

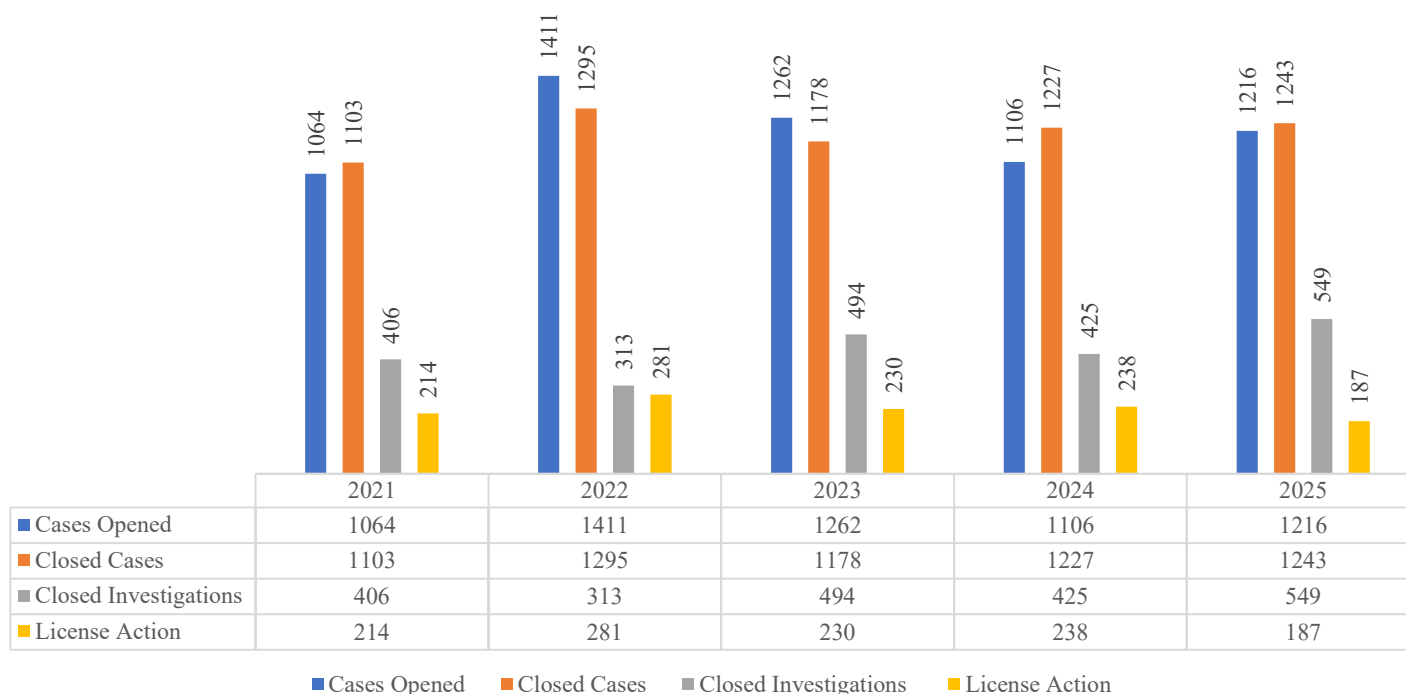
Investigations: These are cases where a formal written complaint was received that was jurisdictional and the board determined serious enough to warrant license action. These are matters clearly demonstrating the potential for violation of licensing statutes or regulations. These are reviewed by a board 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
Intakes Closed	311	-7%
Complaints Closed	304	-35%
Investigations Closed	549	+29%
Inspections Conducted	42	+71%
Cases Resulting in License Action	187	-24%

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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.

Licensees Placed on Probation in FY 2025	39
Licensees Whose Probation Was Terminated in FY 2025	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.

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

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FY 2025 Closed Case Dispositions	Count of Cases
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
Grand Total	1243

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

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Top 10 Boards Receiving Complaints

Board or Profession	Total Licensees	Complaints Received
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
Total	77,513	1,015

Total FY 2025 Professional Licenses: 112,384

Top 10 License Types Receiving Complaints

Profession	Complaints Received
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
Total	697

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Disciplinary Actions Taken for All Professions in FY 2025

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

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

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Common Closed Case Dispositions:

1. Abandoned License Application: An applicant has failed to complete a submitted license application.
2. Administrative Fine Paid: An unlicensed contractor administrative fine being paid in full.
3. Advisement Letter: 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. Application Denied: Board or Division has denied an application for licensure.
5. Application Withdrawn: Applicant has withdrawn their application for licensure.
6. Cease and Desist Order: Unlicensed person/business being directed to cease practice or business.
7. Closed - Case Opened: 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. Compliance: 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. Consent Order: Confidential consent agreement (done for certain self-reported substance abuse matters).
10. Criminal Prosecution: Case will be pursued criminally.
11. Declined by AG: The Office of the Attorney General determined administrative prosecution could not occur based on legal requirements.
12. Incomplete Complaint: A complainant did not complete a complaint packet within 30 days.
13. License Action: Disciplinary action taken on a license. For example, a consent agreement with probation, a fine and additional education, or a revocation of license.
14. Licensed Lapsed - Flagged Do Not Renew: 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. No Action - Insufficient Evidence: After a full investigation there is not enough evidence to prove a violation occurred by the preponderance of the evidence.
16. No Action - Lack of Jurisdiction: The Division does not have jurisdiction over the complaint.
17. No Action - Minor Offense: Violations that have occurred but are so minor that they do not require formal action.
18. No Action - No Violation: The evidence in the case showed no violations occurred.
19. No Action - Unfounded: Similar to insufficient evidence; there was not enough evidence to prove a violation occurred based on preponderance of the evidence.
20. Other: Disposition used when all other closure types are not applicable.
21. Probation Completed: A probation term for a licensee has ended.

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

All Boards & Programs Total Cases Closure Type	Total Cases
BUSINESS LICENSING	49
Compliance	12
Incomplete Complaint	16
License Action	6
No Action - Lack of Jurisdiction	2
Other (See Abstract)	12
Review Complete	1
PROFESSIONAL LICENSING	
Architects, Engineers, Land Surveyors	16
Advisement Letter	4
Incomplete Complaint	2
License Action	3
No Action - Lack of Jurisdiction	3
No Action - No Violation	4
Athletic Trainers	1
No Action - No Violation	1
Audiologists	4
Incomplete Complaint	1
License Action	1
No Action - Insufficient Evidence	1
Other (See Abstract)	1
Barbers and Hairdressers	64
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
Behavior Analysts	1
Other (See Abstract)	1

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Big Game Commercial Services	68
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
Chiropractic Examiners	6
Incomplete Complaint	3
No Action - No Violation	2
Other (See Abstract)	1
Collection Agencies	14
Advisement Letter	1
No Action - No Violation	3
Probation Completed	
Construction Contractors	47
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
Dental Examiners	40
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
Dieticians & Nutritionists	1
No Action - No Violation	1
Direct-Entry Midwives	4
Incomplete Complaint	1

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No Action - No Violation	2
Probation Completed	1
Electrical Administrators	1
Advisement Letter	1
Euthanasia of Domestic Animals	1
Referred to Other Agency	1
Guardians and Conservators	1
Review Complete	1
Marine Pilots	13
Advisement Letter	1
Application Denied	1
No Action - No Violation	2
Review Complete	1
Marital & Family Therapy	3
Incomplete Complaint	2
Review Complete	1
Massage Therapists	34
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
Mechanical Administrators	3
Incomplete Complaint	3
Medical Board	236
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

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No Action - Unfounded	3
Probation Completed	4
Referred to Other Agency	3
Review Complete	4
Mortuary Science	1
No Action - No Violation	1
Naturopathy	3
Advisement Letter	2
No Action - No Violation	1
Nursing	226
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
Optometry	2
Advisement Letter	1
No Action - No Violation	1
Pharmacy	199
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

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Non Disciplinary Letter of Advisement	1
Other (See Abstract)	2
Probation Completed	1
Review Complete	22
Physical Therapy & Occupational Therapy	13
Advisement Letter	1
Application Withdrawn	1
Incomplete Complaint	4
License Action	1
No Action - No Violation	4
Probation Completed	1
Review Complete	1
Professional Counselors	26
Advisement Letter	6
Incomplete Complaint	10
License Action	1
No Action - No Violation	7
Other (See Abstract)	1
Probation Completed	1
Psychologists and Psychological Associates	20
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
Public Accountancy	74
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
Real Estate Appraisers	13
Advisement Letter	3
Application Withdrawn	1

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Incomplete Complaint	2
No Action - Lack of Jurisdiction	1
No Action - No Violation	4
No Action - Unfounded	1
Review Complete	1
Real Estate Commission	48
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
Social Work	17
Advisement Letter	2
Incomplete Complaint	4
License Action	2
No Action - No Violation	8
Review Complete	1
Speech Language Pathologists	3
Incomplete Complaint	1
License Action	1
Review Complete	1
Veterinary Examiners	6
Advisement Letter	2
Incomplete Complaint	1
License Action	1
No Action - No Violation	2
Grand Total	1243