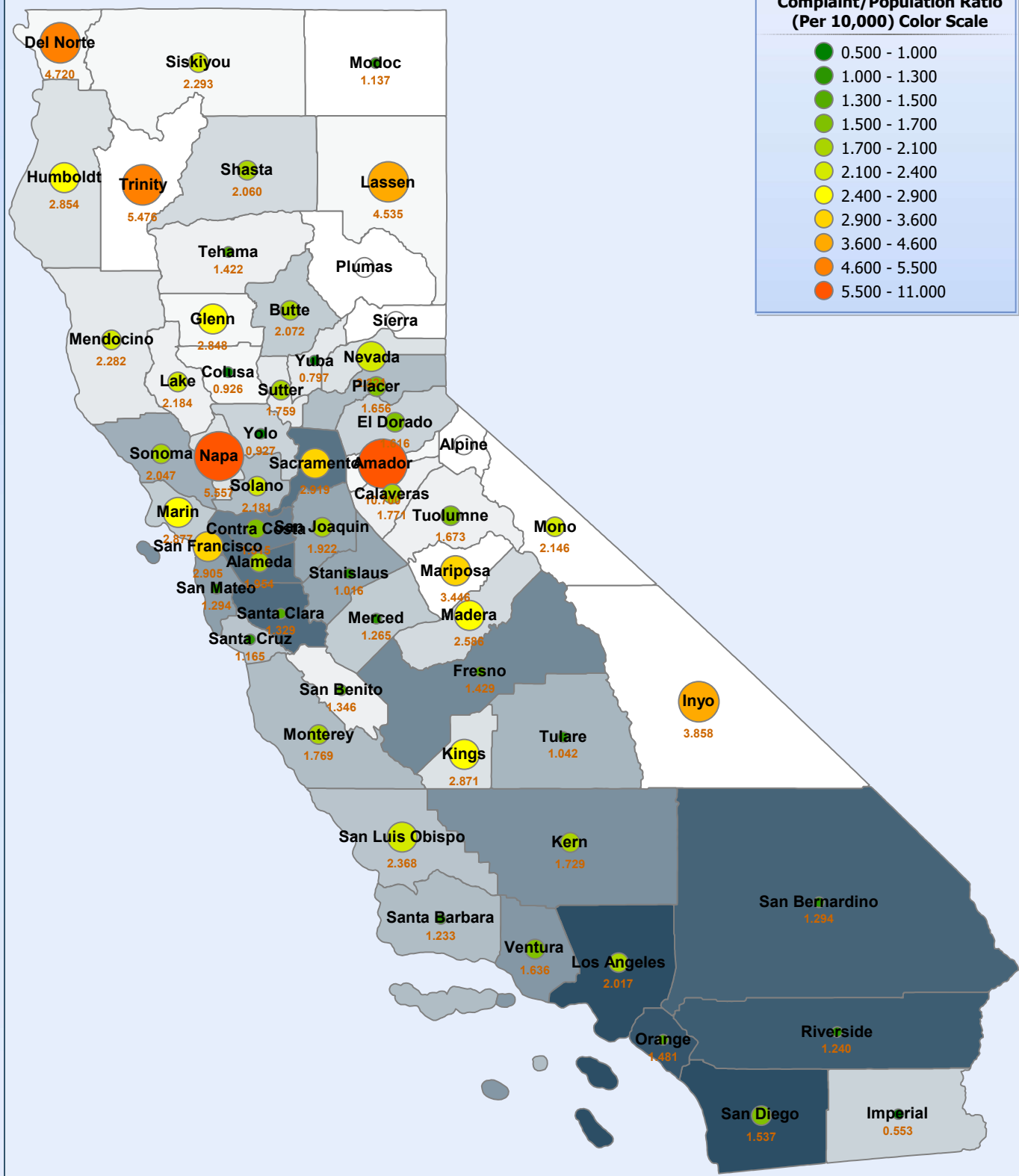


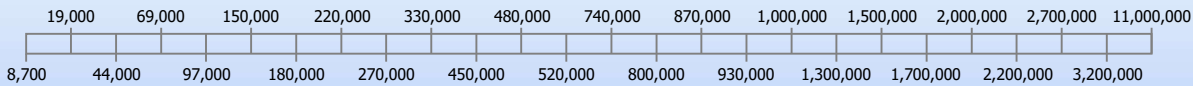
Complaints Received - FY16/17 By Complainant County

Complaint/Population Ratio (Per 10,000) Color Scale

- 0.500 - 1.000
- 1.000 - 1.300
- 1.300 - 1.500
- 1.500 - 1.700
- 1.700 - 2.100
- 2.100 - 2.400
- 2.400 - 2.900
- 2.900 - 3.600
- 3.600 - 4.600
- 4.600 - 5.500
- 5.500 - 11.000



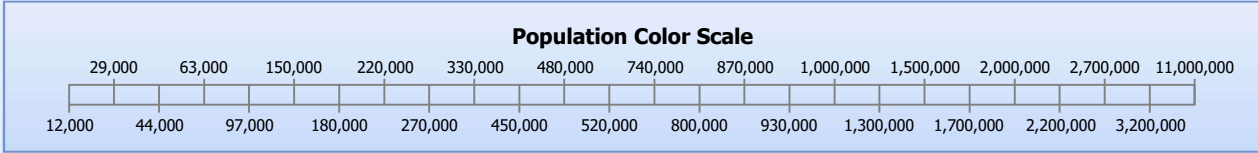
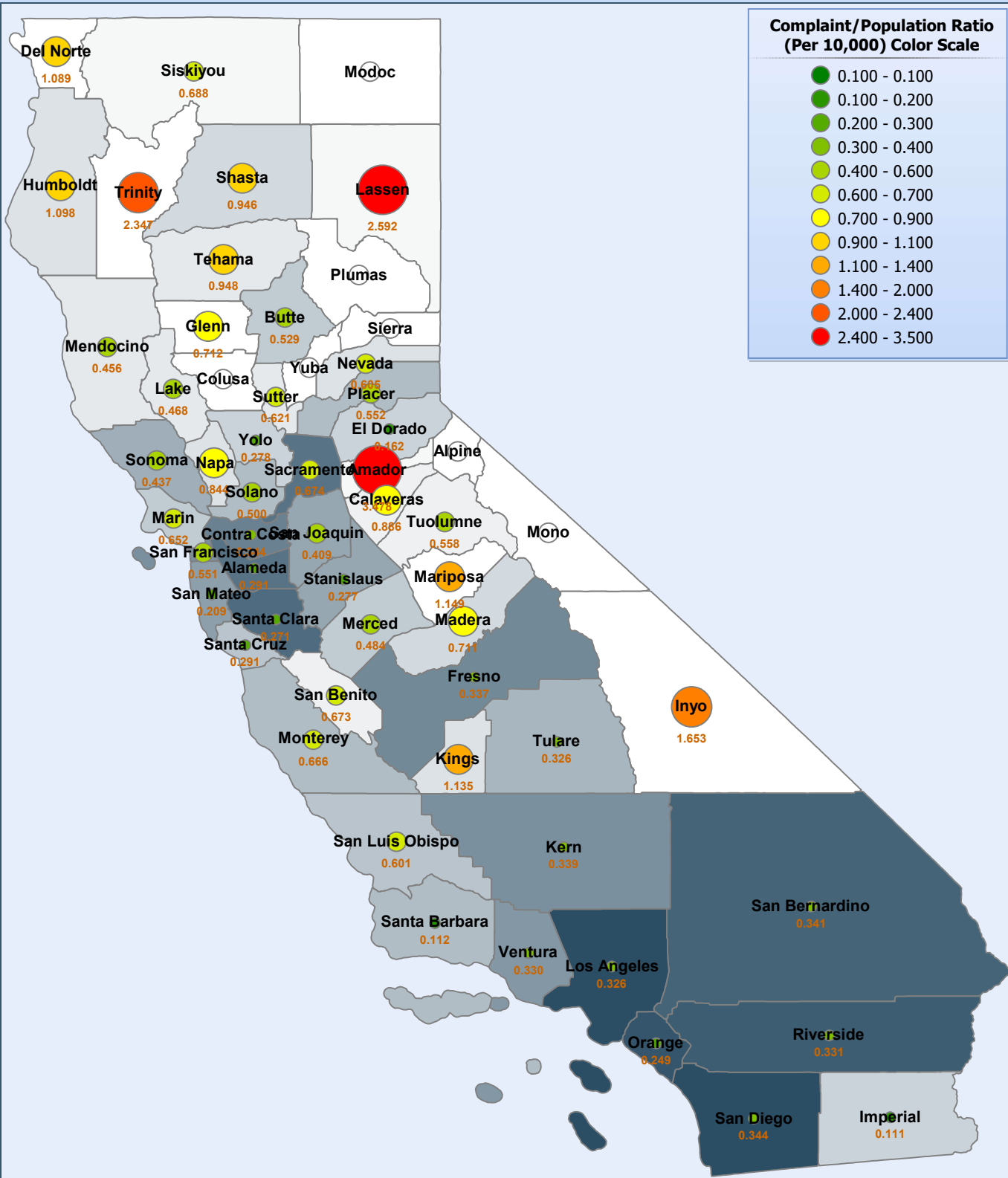
Population Color Scale



County	Complaint Count (Complainant Address)	Licensee Count (Address of Record)	Population Estimate (July 2016)	Complaints Received Per 10,000 Residents
Amador	40	65	37,383	10.700
Napa	79	511	142,166	5.557
Trinity	7	7	12,782	5.476
Del Norte	13	31	27,540	4.720
Lassen	14	39	30,870	4.535
Inyo	7	51	18,144	3.858
Mariposa	6	14	17,410	3.446
Sacramento	442	5,059	1,514,460	2.919
San Francisco	253	6,904	870,887	2.905
Marin	75	1,519	260,651	2.877
Kings	43	148	149,785	2.871
Humboldt	39	277	136,646	2.854
Glenn	8	10	28,085	2.848
Madera	40	213	154,697	2.586
San Luis Obispo	67	803	282,887	2.368
Nevada	23	249	99,107	2.321
Siskiyou	10	69	43,603	2.293
Mendocino	20	196	87,628	2.282
Lake	14	61	64,116	2.184
Solano	96	997	440,207	2.181
Mono	3	32	13,981	2.146
Butte	47	490	226,864	2.072
Shasta	37	433	179,631	2.060
Sonoma	103	1,501	503,070	2.047
Los Angeles	2,045	30,584	10,137,915	2.017
Alameda	322	5,260	1,647,704	1.954
San Joaquin	141	1,121	733,709	1.922
Calaveras	8	48	45,171	1.771
Monterey	77	933	435,232	1.769
Sutter	17	180	96,651	1.759
Kern	153	1,153	884,788	1.729
Tuolumne	9	124	53,804	1.673
Placer	63	1,288	380,531	1.656
Ventura	139	1,873	849,738	1.636
El Dorado	30	339	185,625	1.616
San Diego	510	10,991	3,317,749	1.537
Contra Costa	172	3,471	1,135,127	1.515
Orange	470	10,215	3,172,532	1.481
Fresno	140	2,093	979,915	1.429
Tehama	9	45	63,276	1.422
San Benito	8	43	59,414	1.346
Santa Clara	255	8,356	1,919,402	1.329
San Mateo	99	3,029	764,797	1.294
San Bernardino	277	4,156	2,140,096	1.294
Merced	34	242	268,672	1.265
Riverside	296	3,273	2,387,741	1.240
Santa Barbara	55	1,269	446,170	1.233
Santa Cruz	32	740	274,673	1.165
Modoc	1	9	8,795	1.137
Tulare	48	534	460,437	1.042

County	Complaint Count (Complainant Address)	Licensee Count (Address of Record)	Population Estimate (July 2016)	Complaints Received Per 10,000 Residents
Stanislaus	55	988	541,560	1.016
Yolo	20	519	215,802	0.927
Colusa	2	9	21,588	0.926
Yuba	6	48	75,275	0.797
Imperial	10	149	180,883	0.553
OUT OF STATE	471	24,590		
UNKNOWN	2,369			
Total	9,829	137,351	39,227,372	

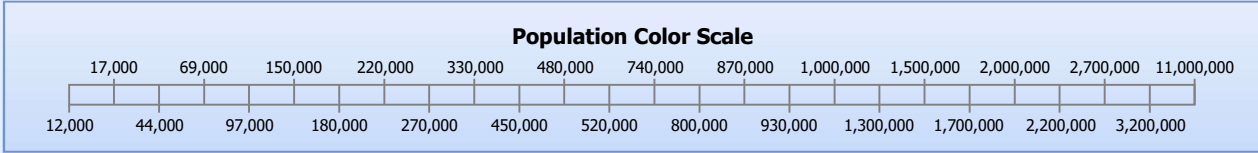
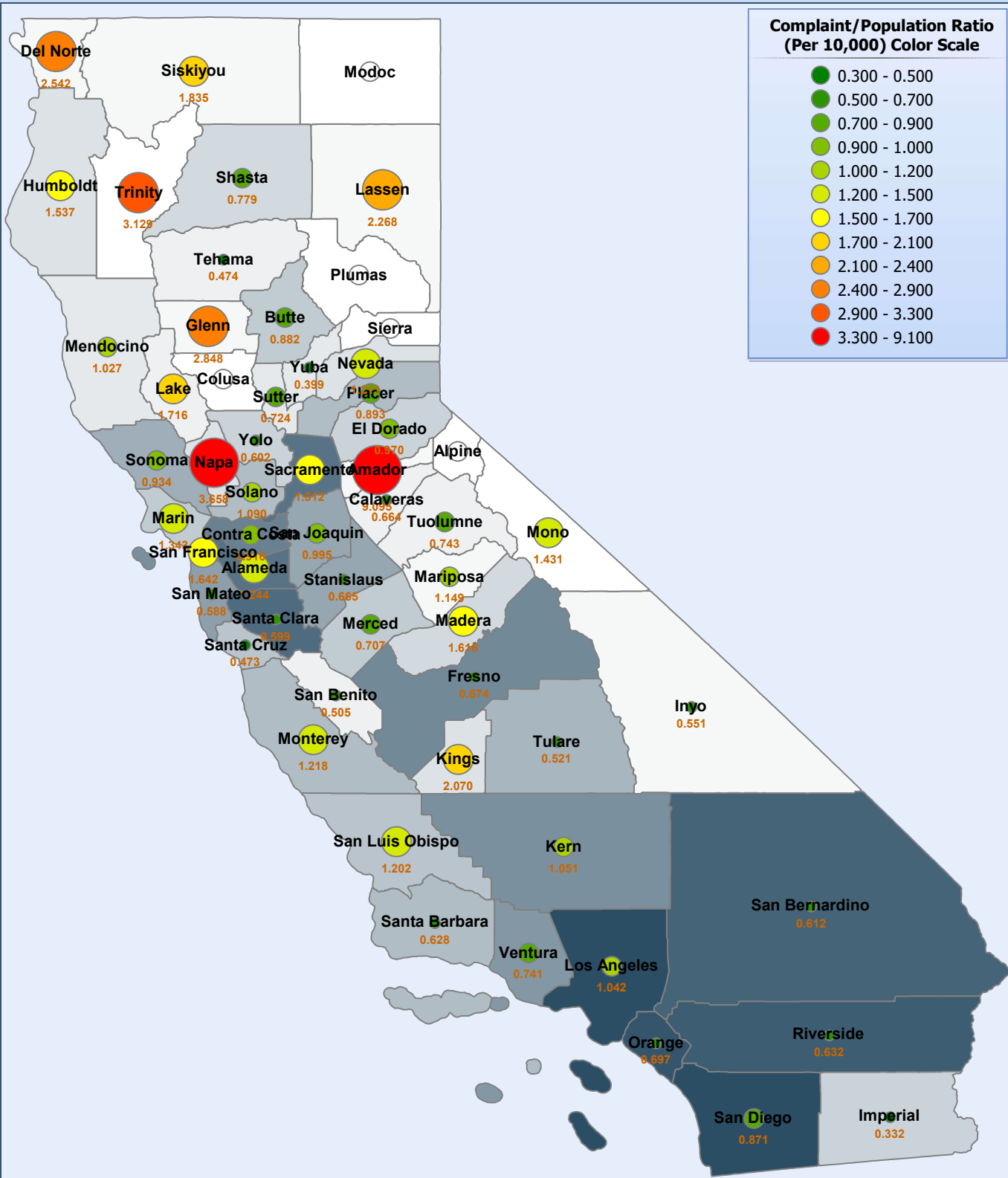
Complaints Received - FY16/17 By Complainant County Medical Service: Family Practice/General Medicine (GP)



County	Complaint Count (Complainant Address)	Licensee Count (Address of Record)	Population Estimate (July 2016)	Complaints Received Per 10,000 Residents
Amador	13	65	37,383	3.478
Lassen	8	39	30,870	2.592
Trinity	3	7	12,782	2.347
Inyo	3	51	18,144	1.653
Mariposa	2	14	17,410	1.149
Kings	17	148	149,785	1.135
Humboldt	15	277	136,646	1.098
Del Norte	3	31	27,540	1.089
Tehama	6	45	63,276	0.948
Shasta	17	433	179,631	0.946
Calaveras	4	48	45,171	0.886
Napa	12	511	142,166	0.844
Glenn	2	10	28,085	0.712
Madera	11	213	154,697	0.711
Siskiyou	3	69	43,603	0.688
Sacramento	102	5,059	1,514,460	0.674
San Benito	4	43	59,414	0.673
Monterey	29	933	435,232	0.666
Marin	17	1,519	260,651	0.652
Sutter	6	180	96,651	0.621
Nevada	6	249	99,107	0.605
San Luis Obispo	17	803	282,887	0.601
Tuolumne	3	124	53,804	0.558
Placer	21	1,288	380,531	0.552
San Francisco	48	6,904	870,887	0.551
Butte	12	490	226,864	0.529
Solano	22	997	440,207	0.500
Merced	13	242	268,672	0.484
Lake	3	61	64,116	0.468
Mendocino	4	196	87,628	0.456
Sonoma	22	1,501	503,070	0.437
San Joaquin	30	1,121	733,709	0.409
San Diego	114	10,991	3,317,749	0.344
Contra Costa	39	3,471	1,135,127	0.344
San Bernardino	73	4,156	2,140,096	0.341
Kern	30	1,153	884,788	0.339
Fresno	33	2,093	979,915	0.337
Riverside	79	3,273	2,387,741	0.331
Ventura	28	1,873	849,738	0.330
Tulare	15	534	460,437	0.326
Los Angeles	330	30,584	10,137,915	0.326
Alameda	48	5,260	1,647,704	0.291
Santa Cruz	8	740	274,673	0.291
Yolo	6	519	215,802	0.278
Stanislaus	15	988	541,560	0.277
Santa Clara	52	8,356	1,919,402	0.271
Orange	79	10,215	3,172,532	0.249
San Mateo	16	3,029	764,797	0.209
El Dorado	3	339	185,625	0.162
Santa Barbara	5	1,269	446,170	0.112

County	Complaint Count (Complainant Address)	Licensee Count (Address of Record)	Population Estimate (July 2016)	Complaints Received Per 10,000 Residents
Imperial	2	149	180,883	0.111
OUT OF STATE	92	24,590		
UNKNOWN	758			
Total	2,303	137,253	39,107,733	

Complaints Received - FY16/17 By Complainant County Complexity Type: NEGLIGENCE/INCOMPETENCE (N)



County	Complaint Count (Complainant Address)	Licensee Count (Address of Record)	Population Estimate (July 2016)	Complaints Received Per 10,000 Residents
Amador	34	65	37,383	9.095
Napa	52	511	142,166	3.658
Trinity	4	7	12,782	3.129
Glenn	8	10	28,085	2.848
Del Norte	7	31	27,540	2.542
Lassen	7	39	30,870	2.268
Kings	31	148	149,785	2.070
Siskiyou	8	69	43,603	1.835
Lake	11	61	64,116	1.716
San Francisco	143	6,904	870,887	1.642
Madera	25	213	154,697	1.616
Humboldt	21	277	136,646	1.537
Sacramento	229	5,059	1,514,460	1.512
Mono	2	32	13,981	1.431
Marin	35	1,519	260,651	1.343
Alameda	205	5,260	1,647,704	1.244
Monterey	53	933	435,232	1.218
Nevada	12	249	99,107	1.211
San Luis Obispo	34	803	282,887	1.202
Mariposa	2	14	17,410	1.149
Solano	48	997	440,207	1.090
Kern	93	1,153	884,788	1.051
Los Angeles	1,056	30,584	10,137,915	1.042
Mendocino	9	196	87,628	1.027
San Joaquin	73	1,121	733,709	0.995
El Dorado	18	339	185,625	0.970
Sonoma	47	1,501	503,070	0.934
Contra Costa	104	3,471	1,135,127	0.916
Placer	34	1,288	380,531	0.893
Butte	20	490	226,864	0.882
San Diego	289	10,991	3,317,749	0.871
Shasta	14	433	179,631	0.779
Tuolumne	4	124	53,804	0.743
Ventura	63	1,873	849,738	0.741
Sutter	7	180	96,651	0.724
Merced	19	242	268,672	0.707
Orange	221	10,215	3,172,532	0.697
Fresno	66	2,093	979,915	0.674
Stanislaus	36	988	541,560	0.665
Calaveras	3	48	45,171	0.664
Riverside	151	3,273	2,387,741	0.632
Santa Barbara	28	1,269	446,170	0.628
San Bernardino	131	4,156	2,140,096	0.612
Yolo	13	519	215,802	0.602
Santa Clara	115	8,356	1,919,402	0.599
San Mateo	45	3,029	764,797	0.588
Inyo	1	51	18,144	0.551
Tulare	24	534	460,437	0.521
San Benito	3	43	59,414	0.505
Tehama	3	45	63,276	0.474

County	Complaint Count (Complainant Address)	Licensee Count (Address of Record)	Population Estimate (July 2016)	Complaints Received Per 10,000 Residents
Santa Cruz	13	740	274,673	0.473
Yuba	3	48	75,275	0.399
Imperial	6	149	180,883	0.332
OUT OF STATE	181	24,590		
UNKNOWN	427			
Total	4,291	137,333	39,196,989	