

Marijuana Regulatory Agency
Statistical Report on Complaints and Investigations
For Fiscal Year 2019

(Pursuant to Section 514 of Public Act 60 of 2019)

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Prepared by

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Section 514 of 2019 PA 60, the appropriations act for the Department of Licensing and Regulatory Affairs, making appropriations for fiscal year 2020.

Sec. 514. From the appropriations in part 1, the bureau of community and health systems; bureau of construction codes; bureau of fire services; bureau of professional licensing; corporations, securities, and commercial licensing bureau; and marijuana regulatory agency must submit reports to the subcommittees, senate and house fiscal agencies, and state budget director by December 31. The reports must include all of the following information for the prior fiscal year for each agency or bureau:

(a) The number of complaints received, with the number of complaints specified for each profession or license type that the agency or bureau regulates.

There were 432 complaints received during the last fiscal year against medical marijuana facilities. Due to a transition in tracking and system functionality the agency is unable to provide the number of complaints per for each license type.

(b) A description of the process used to resolve complaints.

Once a complaint has been received it is assigned to a Regulation Agent (RA) or Intelligence Analyst (IA) for investigation. The RA or IA writes an investigation report that is reviewed by a manager. The report is then forwarded to the Legal Section for review. If non-compliance is determined, the matter is forwarded for Disciplinary Proceedings and a Compliance Action may be issued. If the investigation or review determines no violations are substantiated the complaint is closed.

(c) A description of the types of complaints received with total counts of the number of complaints of that type received.

Complaints fall into the following categories:

- i. Failed tests, required destruction of marijuana product
- ii. Allegations of false ownership
- iii. Poor hygiene practices
- iv. Non-compliance with Metrc
- v. Criminal complaints
- vi. General non-compliance with rules and/or laws

Due to a transition in tracking and system functionality the agency is unable to provide the number of complaints per complaint category.

(d) The number of investigations initiated, and the number of investigations closed.

Investigations Initiated	Investigations Closed
360	347

(e) The number and type of enforcement actions taken against licensees and metrics regarding any adverse actions taken against licensees including license revocations, suspensions, and fines.

Licensing Action Taken	Number of Actions Taken
Warnings	4
Citations	7
Final Orders	0
Fines	\$5,000.00
Limitations	0
Suspensions	1
Revocations	0