

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Martha Y. Walker, Secretary
Joe Manchin III, Governor

Improving the Quality of life for West Virginians

BOARD OF BARBERS AND COSMETOLOGISTS

Larry W. Absten, Director
Sarah Hamrick, President
Justina Gabbert, Secretary
Paula Kurczak
Jim Ryan

ANNUAL REPORT - FISCAL YEAR 2007

SUMMARY OF CONTENTS

MISSION

OPERATIONS

CENTRAL OFFICE STAFF

INSPECTORS

BOARD MEMBERS

GOALS & OBJECTIVES

STATUTORY HISTORY

PERFORMANCE MEASURES

LICENSES ISSUED

SUMMARY OF RECEIPTS & DISBURSEMENTS

EXPENDITURE REPORT

ROSTER OF NEW LICENSEES

COMPLAINT LOG

MISSION

The Board of Barbers and Cosmetologists is responsible for the health and welfare of all West Virginia citizens who seek professional services in barbering, cosmetology, manicuring and aesthetics.

OPERATIONS

Services are provided in three areas: Central Office Staff, Inspectors and Board Members.

Central Office Staff

- ◆ Prepares and supervises the annual budget for the Division.
- ◆ Maintains a computerized database of all active licensees and students in the barbering, cosmetology and manicuring professions. Maintains a computerized database for all licensed shops in the barber, cosmetology and manicuring professions, and a database for all registered booth renters in these professions. Provides for the collection and accounting of all licensing and examination fees.
- ◆ Provides support services for the five inspectors assigned to the Division.
- ◆ Provides support services for the five Board members.
- ◆ Maintains communications with the licensing boards of other 49 states, the general public and members of the professional community.

Inspectors

- ◆ Conduct frequent inspections of all licensed barber, beauty and manicuring shops, and all schools of barbering and cosmetology.
- ◆ Conduct investigations of complaints related to the barber and cosmetology professions.
- ◆ Enforces state laws and legislative rules relative to the barbering and cosmetology professions.

Board Members

- ◆ Conduct licensing examinations for graduates of all schools of barbering and cosmetology in the State.
Establish and regulate the curriculum in all schools of barbering and cosmetology by legislative rule. Conduct formal disciplinary hearings when warranted.
- ◆ Establish and regulate licensing standards for individuals, shops and schools by legislative rule.

GOALS AND OBJECTIVES

Provide maximum protection for all citizens receiving professional services in barbering, cosmetology, manicuring and aesthetics.

Frequent inspections of all professional facilities

Provide competent services for all citizens

Licensing examinations to determine competency

Promote maximum efficiency for staff members

Continued education in computer technology

STATUTORY HISTORY

The Board of Barbers and Cosmetologists is mandated to provide service under Article 14, chapter 16 and Article 27 Chapter 30 of the West Virginia Code.

PERFORMANCE MEASURES

Workload Indicators

9414	Inspections conducted
715	Individual examinations conducted
77	Fines issued
195	Certifications prepared
	Quarterly inspections of all schools of barbering and cosmetology
13435	Total all licenses issued

Client Benefit/input

433	Licenses issued by examination
82	Licenses issued by reciprocity
368	New shop licenses issued
3044	Shop licenses renewed
575	New booth rental registrations
799	Student registrations
13	Individuals enrolled in instructor training
13	New instructors licensed
78	Instructor licenses renewed

Strategic results

515 Individuals assimilated into the workforce
 Continued revision of examination procedures
 Standardized license forms and procedures for maximum efficiency

LICENSES ISSUED FOR 2007

Renewals:	BARBERS	545
	COSMETOLOGISTS.....	6375
	BARBER/COSMETOLOGISTS	98
	BARBERS PERM.....	227
	MANICURISTS.....	684
	AESTHETICIAN	87
	INSTRUCTORS.....	78
	SHOPS.....	3044
	SCHOOLS.....	14
	Total renewals:	11152
Registrations:	BARBERS	8
	COSMETOLOGISTS.....	369
	BARBER/COSMETOLOGISTS	3
	BARBERS PERM.....	16
	MANICURISTS.....	92
	AESTHETICIAN	27
	INSTRUCTORS.....	13
	SHOPS.....	368
	STUDENTS.....	799
	INSTRUCTOR TRAINING	13
	BOOTH RENTALS	575
	Total registrations:.....	2283
	TOTAL LICENSES ISSUED 2007	13435

SUMMARY OF RECEIPTS AND DISBURSEMENTS - FISCAL YEAR 2007

CARRIED OVER FROM 2006 FY	\$60,276.00
TOTAL RECEIPTS 2007.....	\$418,307.32
BALANCE	\$478,580.22
DISBURSEMENTS	
CURRENT EXPENSES.....	\$94,885.80
BENEFITS.....	\$92,239.25
PERSONNEL SERVICES	\$223,575.49
ANNUAL INCREMENT.....	\$5,250.00
TOTAL DISBURSEMENTS	\$415,950.54
ENDING BALANCE	\$66,629.78

ROSTER OF INDIVIDUALS LICENSED - FISCAL YEAR 2007

NUMBER	TYPE	ISSUED	FIRST	LAST	ADDRESS	CITY
036193	BT	1/1/2007	LULLA	ABLES	P.O. BOX 5053	PRINCETON
036124	BT	9/27/2006	SARAH	ADAMS	1360 E. NORRIS POINT RD.	LA FOLLETTE
036075	BT	9/5/2006	AMANDA	ADAMS	157 OHIO AVENUE	RAVENSWOOD
M02079	MN	8/21/2006	BOBBIE	ADKINS	P.O. BOX 533	EAST LYNN
M02127	MN	1/1/2007	REGINA	ADKINS	4238 W. RIVER RD.	HUNTINGTON
036032	BT	8/2/2006	ELIZABETH	AGNEW	FPC P.O. BOX A	ALDERSON
A00186	AE	1/1/2007	SALWA	ALALAWI	112 WEDGEWOOD DR #2	MORGANTHAU
036373	BT	6/4/2007	ANGELA	ALDERMAN	116 COUNTRY CLUB ROAD	RICHWOOD
036185	BT	1/1/2007	BRITTANY	ALDERMAN	936 WILLOWDALE ROAD LOT #15	MORGANTHAU
036324	BT	4/10/2007	NEDRA	ALLEN	P.O. BOX 100	LINDSIDE
036354	BT	5/18/2007	SHEENA	ALLEN-VANDIVE	1624 FRANKLYN AVENUE APT. C	CHARLESTON
036061	BT	8/21/2006	MELISSA	ALLRED	21 1/2 134TH ST.	CHESAPEAKE
M02083	MN	8/28/2006	ROBIN	ANDRICK	77 DIXIE TERRACE	BERKELEY
036225	BT	1/8/2007	IVONY	ARMEL	500 13TH ST. APT. #300	PARKERSBURG
036146	BT	1/1/2007	BUFFY	ARTHUR	2821 N. STAUNTON ROAD	HUNTINGTON
036181	BT	1/1/2007	JENNIFER	BAILEY	RR 10 BOX 18	BUCKHANNON
036188	BT	1/1/2007	EUNICE	BAILEY	140 MAIN AVENUE, APT. 24	NITRO
036390	BT	6/15/2007	AUTUMN	BALLARD	RT 1, BOX 58-A	FAYETTEVILLE
036147	BT	1/1/2007	JESSICA	BARBER	1226 PIKE STREET	PARKERSBURG
036062	BT	8/21/2006	MOLLIE	BARE	710 WEBER STREET	SOUTH CHARLESTON
036235	BT	1/10/2007	ANGELA	BARNHART	94 FAIRFIELD MANOR	MORGANTHAU
036113	BT	9/19/2006	TIFFANY	BARTRAM	RT. 2, BOX 149	MILTON
036348	BT	5/10/2007	NAOMI	BARTRUG	P.O. BOX 293	ADENA
036044	BT	8/21/2006	NOLETA	BASKIN	PO BOX 202	MARIETTA
A00188	AE	1/9/2007	KRYSTAL	BATES	P.O. BOX 365	PETERSBURG
036127	BT	10/2/2006	JENNIFER	BEANE	10 CALDWELL LANE	CHARLESTON
036223	BT	1/8/2007	HEIDI	BEASLEY	18 MARYLAND ST.	WHEELING
036233	BT	1/9/2007	GOLDIE	BELCHER	P.O. BOX 1507	CHAPMAN
036084	BT	9/8/2006	STEPHANIE	BENINCASA	153 BAKERS FORK RD.	CHARLESTON
036094	BT	9/11/2006	JENNIFER	BILL	P.O. BOX 114	EAST BANGOR
036045	BT	8/21/2006	MARK	BINEGAR	284 FRONT STREET	MARIETTA
036046	BT	8/21/2006	CRYSTAL	BIRCH	116 APPLE RIDGE DR.	BEAVER
036264	BT	2/26/2007	FRANK	BITTINGER	217 SPRINGDALE STREET	CUMBERLAND
A00196	AE	5/8/2007	HEATHER	BITTORIE	431 DEHAVEN RD.	BERKELEY
036216	BT	1/4/2007	CASSIE	BLACKBURN	116 STINSON AVE.	PRINCETON
036296	BT	3/12/2007	BETHANY	BLAIR	149 SUMMERS ST.	MORGANTHAU
036191	BT	1/1/2007	MARY	BLANKENSHIP	P.O. BOX 121	OCEANA
036213	BT	1/3/2007	BRITTANI	BLANKENSHIP	HC 77, BOX 8A	PETERSTOWN
036192	BT	1/1/2007	MELISSA	BLANKENSHIP	505 W. MADISON STREET	LOUISA
036320	BT	4/3/2007	MICHAEL	BOGGESS	P.O. BOX 204	NITRO
036259	BT	2/22/2007	HEATHER	BOICH	60560 MCGLAUGHLIN ROAD	BARNESVILLE
036241	BT	1/16/2007	JESSICA	BOWEN	1408 E. CAMPBELL APT	HUNTINGTON
M02156	MN	5/29/2007	MORGAN	BOWEN	5142 HOPEWELL DRIVE	CROSS LAKE
036381	BT	6/8/2007	HEATHER	BOWER	P.O. BOX 294	BOB WHIT
036217	BT	1/4/2007	ANGEL	BOWERS	41 DERICK CT.	MARTINSBURG
034045	BT	1/10/2007	WINTRE	BOWYER	PO BOX 301	LOST CREEK
M02116	MN	1/1/2007	KRISTINE	BOYD	P.O. BOX 134	CABIN CREEK
036265	BT	2/26/2007	JULIA HOLT	BRADFORD	30 HICKORY MILLS DRIVE	HURRICAN
036374	BT	6/4/2007	JANET	BRATUN	42 UNITING ST. P.O. BOX 241	MT. PLEASANT
M02111	MN	1/1/2007	RAYCHEL	BREDENBERG	2245 MIDDLE FORK RD.	REEDY
036280	BT	2/26/2007	ARTHUR	BROOKS	1-A RIVERDALE ESTATES	WINFIELD
036060	BT	8/21/2006	AMY	BROWN	414 HIGH SCHOOL AVENUE	HURRICAN
036144	BT	1/1/2007	APRIL	BROWN	30 TENNEYS MHP	BUCKHANNON
036321	BT	4/4/2007	LISA	BROWN	4635 CHRISTI COURT	LITHONIA
A00180	AE	10/17/2006	JENNIFER	BROWN	102 ELIZABETH CIRCLE	KINGWOOD
M02125	MN	1/1/2007	LISA	BROWN	1006 JOHNSON MTN. RD.	HUNTINGTON
036079	BT	9/6/2006	KAREN	BRUSINA	1401 SPEEDWAY AVE.	FAIRMONT
036099	BT	9/13/2006	KATHERINE	BUCHANAN	P.O. BOX 5342	CRESAPTON
036343	BT	5/7/2007	TAM BANG	BUI	136 W. 1ST STREET	WESTOVER
036114	BT	9/20/2006	RIANE	BURDETTE	908 GREENDALE DR.	CHARLESTON
036148	BR	1/1/2007	AUDRA	BURGESS	P.O. BOX 2145	ROSAMON
036130	BT	10/5/2006	ASHLEY	BURNS	6288 LITTLE SEVEN MILE ROAD	HUNTINGTON
036396	BT	6/19/2007	LEAH	BURTON	10 ELLIS DR.	HURRICAN
036074	BT	9/1/2006	STEPHANIE	BUTCHER	139 DAVIS STREET	HUNTINGTON
M02098	MN	11/2/2006	KIERSTIN	CAMPBELL	309 JANET DRIVE	BLOOMING
036194	BR	1/1/2007	TRAVIS	CAMPBELL	840 THOROFARE RD.	CLENDENI
036133	BT	10/9/2006	REBECCA	CANADA	84 IDEN LANE	MARTINSBURG
036102	BT	9/14/2006	JENNIFER	CANIGLIA	155 JOHN BROWN FARM CT	HARPERS
M02151	MN	5/21/2007	WENDY NGA	CAO	501 FRAZIER WAY	SCOTT DE
036237	BT	1/11/2007	HAYLEY	CARLIN	1378 LOCUST AVE.	FAIRMONT
036047	BT	8/21/2006	CRYSTAL	CARPENTER	2209 BUCKINGHAM SQUARE	MAYSVILLE
036200	BT	1/1/2007	CHRISTY	CARPER	703 9TH AVE.	HUNTINGTON

036307	BT	3/20/2007	SHANNON	CARR	2403 WOOD ST.	WHEELING
A00198	AE	6/13/2007	ALYSSA	CARRIO	231 W. WASHINGTON ST. APT. 1	CHARLES
036010	BT	7/3/2006	ASHLEY	CARTER	227 ROBERTS STREET	FAIRMONT
M02145	MN	3/22/2007	MARIA THERESA	CARTER	211 SANDY DR.	BRIDGEPO
036040	BT	8/10/2006	AMBER	CEBULA	1424 BANTAMRIDGE ROAD APT. B	WINTERSV
036224	BT	1/8/2007	JASON	CHAFIN	P.O. BOX 70	DANVILLE
036063	BT	8/24/2006	KELLY	CHAFIN	HC 73 BOX 2505	DINGESS
036243	BT	1/16/2007	BRADLEY	CHAPMAN	7 PEAR TREE LANE	LESAGE
036168	BT	1/1/2007	LENA	CHAPPELL	3959 1/2 GREEN VALLEY RD.	HUNTINGT
036111	BT	9/18/2006	ERIN	CHILDERS	RT. 7 BOX 124	SO. CHARL
036316	BT	3/27/2007	PAMELA	CHOE	19932 FIELDGRASS SQUARE	ASHBURN
036020	BT	7/18/2006	BRENDA	CHRISTIAN	FPC P.O. BOX A	ALDERSON
A00184	AE	1/1/2007	MONIQUE	CHRISTIANSEN	47 KRYS VIEW DRIVE #320	BRUCETON
036292	BT	3/8/2007	JILLIAN	CLARK	P.O. BOX 655	MAN
036304	BT	3/15/2007	MONICA	CLARK	RT. 1 BOX 60-D	PROCTOR
036199	BT	1/1/2007	SHELLY	CLARK	3376 DERRICKS CK. RD.	SISSONVIL
036266	BT	2/26/2007	ANGELA	CLARK	2027 TOLLGATE RIDGE ROAD	MERCERS
M02140	MN	3/14/2007	JULIA	CLEMENTS	14 MOTEL DRIVE	MARTINSB
036404	BT	6/29/2007	CHRISTIE	CLINE	PO BOX 2052	OCEANA
036214	BT	1/2/2007	PAMELA	CLINE	P.O. BOX 547	OCEANA
036069	BR	9/1/2006	JESSE	COBB	1824 LEGG FORK RD.	CHARLEST
036376	BT	6/5/2007	WILMA	COLE	1311 OAKVIEW HEIGHTS	KENOVA
036306	BR	3/16/2007	GARRY	COLEMAN JR.	362 DAYTON DR.	CHARLEST
M02132	MN	1/12/2007	EMILY	CONWAY	P.O. BOX 304	GRIFFITHS
036176	BT	1/1/2007	AMANDA	COOK	65 CAMDEN DR.	CHARLES
036382	BT	6/11/2007	HELEN	COOK	939 LOOP RD.	GERRARD
036054	BT	8/21/2006	TERESA	COOK	P.O. BOX 119	CHESTER
036042	BT	8/10/2006	REBECCA	COREY	2 WOODAIR COURT	WHEELING
036082	BT	9/7/2006	CLARICE	COSBY	527 NEWPORT CT	BECKLEY
036351	BR	5/16/2007	KENNETH	COSTON	P.O. BOX 11761	CHARLEST
036220	BT	1/5/2007	DAWN	COTTRELL	528 LEFT TWISTABOUT RD.	PROCIOSU
036287	BT	2/28/2007	AMBER	COULTER	RD. 2 BOX 143A	WELLSBUR
036028	BT	7/26/2006	KELLI	CRISWELL	46 EAGLE AVENUE	WHEELING
036179	BT	1/1/2007	MYRIA	CROOK-SLONAKER	917 LEE ST.	ST. ALBAN
036206	BT	1/1/2007	ASTIN	CROSBY	50160 S. RUSTIC DR. APT. 84	ST. CLAIRS
M02146	MN	3/22/2007	KELLY	CROSE	382 B HARBOUR LANE	HURRICAN
036263	BT	2/26/2007	SABRINA	CROSTON	RT. 1 BOX 442	FLEMINGT
036038	BT	8/9/2006	ANDREA	CUNNINGHAM	5745 RIGNEY DRIVE	DUBLIN
036129	BT	10/4/2006	TIFFANY	CUTLIP	RT. 1 BOX 277 C	PHILIPPI
036203	BT	1/1/2007	KARISA	DAMRON	3840 TWP. RD. 250	SOUTHPO
M02128	MN	1/1/2007	THUY THANH	DANG	608 STANLEY AVENUE	CLARKSB
036342	BT	5/7/2007	MONG NGOC	DANG	191 SPRINGTON ROAD	UPPER DA
036367	BR	5/30/2007	LAM DUY	DAO	13800 BAILIWICK TERRACE	GERMANT
036195	BT	1/1/2007	JENNA	DAVIDSON	321 W. 24TH ST.	HUNTINGT
036281	BT	2/26/2007	RANDALL	DAVIS	839 HUDSON ST.	ST. ALBAN
036377	BT	6/5/2007	SCOTT	DAVIS	2619 GUYAN AVE.	HUNTINGT
036361	BT	5/24/2007	MARSHA	DAVIS	108 CAROLINA CIRCLE	HURRICAN
036353	BT	5/18/2007	ERIKA	DAVISON	P.O. BOX 5032	CHARLEST
036230	BT	1/9/2007	KIMBERLY	DEAN	P.O. BOX 304	FLATWOO
036290	BT	3/5/2007	DEBRA	DEBERRY	414 LAMESA PARK	MORGANT
M02082	MN	8/25/2006	MEGHAN	DECKARD	3229 INGALLS ROAD	GALLIPOL
M02131	MN	1/9/2007	JODI	DEHART	641 SOUTH TERRACE	HUNTINGT
M02123	MN	1/1/2007	BRANDIE	DELANEY	BOX 85	BROWNTC
036303	BT	3/15/2007	TREASA	DICKINSON	902 3RD AVENUE	MONTGOM
036310	BR	3/20/2007	BEN	DILLON	P.O. BOX 1713	CRAIGSVI
036379	BR	6/7/2007	TIMOTHY	DILLON	P.O. BOX 124	CRAIGSVI
036149	BT	1/1/2007	HEATHER	DILLON	41767 KEITHTOWN ROAD	CALDWELL
036350	BT	5/16/2007	BRITTANY	DILLOW	128 BELLA DRIVE	PRINCETC
M02137	MN	3/9/2007	JACQUELINE	DILLOW-COY	176 GRIFFITH LANE	PRINCETC
M02075	MN	7/11/2006	PHUONG	DINH	9701 MALL ROAD	MORGANT
036150	BT	1/1/2007	STELLA	DIRE	97 COUNTY PARK ROAD	AVELLA
036242	BT	1/16/2007	JENNIFER	DIVELEY	RT 5 BOX 345D	CHARLEST
036015	BT	7/7/2006	JESSICA	DOBSON	6881 SANDERLING CT.	NEW MAR
036151	BT	1/1/2007	MICHELE	DOHERTY	630 S. 3RD AVENUE	MIDDLEPC
036142	BT	1/1/2007	KERA	DORTON	32 STONE BR. RD.	CHAPMAN
036255	BT	2/13/2007	BEVERLY	DRAKE	P.O. BOX 302	BURNSVIL
036027	BT	7/26/2006	STEPHANIE	DRAUGHON	FPC BOX A	ALDERSON
036092	BT	9/11/2006	AMY	DRENNEN	140 LITTLE QUEEN RD.	CLEDENI
036137	BT	10/19/2006	SHERRI	DRUMMOND	RT. 1, BOX 486	FARMINGT
036365	BT	5/25/2007	LISA	DUCKWORTH	4331 1/2 RT 60, EAST	HUNTINGT
036131	BR	10/5/2006	JOEL	DUFFIELD	106 HEDRICK RD. APT. 1	SCOTT DE
036048	BT	8/21/2006	MARGARET	DUNCAN	8640 WILEY LANE	BEVERLY
036232	BT	1/9/2007	CHARLES	DUNN JR	423 HOWARD ST.	BRIDGEPC
M02139	MN	3/13/2007	TU	DUONG	1621 E. HUNTING PARK AVE.	PHILIDELP
A00194	AE	3/26/2007	CLAUDIA	DURAN	409 FAIR OAKS AVENUE	STAFFORD
036345	BT	5/7/2007	EDNA	DUVALL	HC 78, BOX 115	DELRAY

036341	BT	5/7/2007	CONSTANCE	EASTMAN	6 STONEGATE	HURRICAN
036068	BR	9/1/2006	RONNIE	ELSWICK	10 BEACH TREE LANE	BELLE
036098	BT	9/12/2006	JEFFREY	EMINGER	112 SPRUCE ST.	ST. ALBAN
036174	BT	1/1/2007	CITADELLE	ENRIQUEZ	P.O. BOX 904	MORGANT
036036	BT	8/9/2006	KELLY	ENSMINGER	2105 SUMMERWOOD DR.	MT. PLEAS
020451	BC	1/1/2007	C. F.	ERVIN	132 GOFF MOUNTAIN RD.	CROSS LA
036128	BR	10/3/2006	CHARLES	EVANS	2103 LILLY DR.	CHARLEST
036340	BT	5/7/2007	KIMBERLY	EVANS	RT. 2, BOX 235	DELBARTO
M02106	MN	1/1/2007	LISA	EVERHART	19 ANITA DR.	MARTINSB
036065	BT	8/28/2006	KRISTINE	EWING	9 PARK DRIVE	FAIRMONT
036014	BT	7/6/2006	AMANDA	FACEMIRE	1905 12TH AVENUE	HUNTINGT
036139	BT	10/23/2006	MERRILEE	FARLEY	53 S. 5TH STREET	PARKERSB
036288	BT	2/28/2007	SUSAN	FELLHAUER	821 BAIER ST.	ST. ALBAN
032664	BC	7/3/2006	ANNA	FERGUSON	PO BOX 770	FORT GAY
036258	BT	2/21/2007	ERICA	FISHER	43 BLUEBIRD LANE	CHARLEST
036226	BT	1/8/2007	JESSICA	FISHER	RT 1, BOX 205-A	CHARLEST
036305	BT	3/16/2007	CHRISTINA	FISHER	RT. 1, BOX 170-B	BUCKHAN
036282	BT	2/26/2007	BRANDY	FITCHETT	RT. 3 BOX 187	BRUCETON
036328	BT	4/17/2007	ELIZABETH	FIZER	208 13TH ST.	KENOVA
036285	BT	2/26/2007	CHAD	FLOWERS	2134 WASHINGTON BLVD.	BELPRE
036284	BT	2/26/2007	BONNIE	FLOWERS	520 MAIN STREET	BELPRE
036201	BT	1/1/2007	HEATHER	FORREN	7 CULPEPPER DRIVE	CROSS LA
036071	BT	9/1/2006	PRICILLA	FORSYTHE	HC 65 BOX 109 A	VICTOR
036070	BT	9/1/2006	CORRIE	FORSYTHE	HC 65 BOX 109 A	VICTOR
036204	BT	1/1/2007	KIMBERLY	FOSTER	P.O. BOX 207	MT. LOOK
036300	BT	3/13/2007	KRYSTYN	FOUCH	102 MARYHILL ESTATES	LEWISBUR
036210	BT	1/2/2007	KARRIE	FOWLER	RT. 1 BOX 590	PT. PLEAS
036302	BT	3/15/2007	MARIA	FRAZER	319 VINE ST.	IRONTON
036356	BR	5/21/2007	MARK	FUGETT	5641 ELIZABETH PIKE	ELIZABETH
036136	BT	10/16/2006	BRIA	GALLOWAY	195 EDGEWOOD ST.	WHEELING
036267	BT	2/26/2007	KYLE	GARDNER	5985 COLE RD.	BEAUMON
036298	BT	3/12/2007	ASHLEY	GARRISON	RT. 1 BOX 703	BUFFALO
036178	BT	1/1/2007	ALICIA	GARZA	10101 LEETOWN RD.	KEARNEYS
M02102	MN	1/1/2007	WYNETTA	GAUTIER	P.O. BOX 186 RT. 10	NEW RIC
036339	BT	5/7/2007	BERNICE	GENC	893 JOSHUS FORK ROAD	ROCKPOR
036338	BT	5/7/2007	SINAN	GENC	893 JOSHUS FORK ROAD	ROCKPOR
036170	BT	1/1/2007	ERICA	GEORGE	RT. 2 BOX 285	ELKINS
A00191	AE	3/12/2007	MICHELLE	GOAD	602 LAWMAN AVE.	BRIDGEPC
036407	BT	6/29/2007	TIFFANIE	GOOD	67 WESTWOOD DR.	JANE LEW
036100	BT	9/13/2006	SAMANTHA	GRADY	P.O. BOX 320	ELEANOR
036196	BT	1/1/2007	PAMELA	GRANGE	2521 ROSEWOOD DRIVE	WINTERVI
036301	BT	3/15/2007	CONNIE	GRAVES	P.O. BOX 732	SAND SPR
A00178	AE	9/18/2006	PATRICIA	GRAY	4324 6TH STREET, S.	ARLINGTON
036337	BT	5/7/2007	TANYA	GREGG	1117 E. 8TH STREET	VEEDERS
A00189	AE	3/2/2007	JENNIFER	GRILLI	127 NORMANDY ESTATES	BRIDGEPC
036198	BT	1/1/2007	AMANDA	GRIMMETT	P.O. BOX 151	MAN
036295	BT	3/12/2007	MELLISA	GROVE	22420 COSGROVES LANE	WESTERN
036289	BT	3/2/2007	SCOTT	GROVES	P.O. BOX 843	DELLSLOV
036165	BT	1/1/2007	TERESA	GROVES	177 LAWNVIEW DR.	NEW CUM
M02086	MN	9/1/2006	MUI	HA	800 FOXCROFT AVE. #419	MARTINSB
M02138	MN	3/12/2007	JENNIFER	HAGER	HC 74 BOX 3122	CHAPMAN
036049	BT	8/21/2006	KRISTINA	HAIGLER	601 JENNA WAY	SISSONVIL
036162	BT	1/1/2007	MENDY	HAI SLIP	12507 N. CRESAP ST.	CUMBERL
036018	BT	7/1/2006	BARBARA	HALL	4211 DORSEY AVENUE	MORGANT
036347	BT	5/9/2007	SERETHA	HALL	63 DON KNOTTS BLVD., APT. #1	MORGANT
036072	BT	9/1/2006	TERINA	HAMILTON	241 OAKLAND AVENUE	HUNTINGT
036037	BT	8/9/2006	JESSICA	HAMMEL	FPC P.O. BOX A	ALDERSON
036034	BT	8/9/2006	MELISA	HAMMERSLA	RT. 1 BOX 530	HIGH VIEW
036115	BT	9/19/2006	LESLIE	HANDLEY	229 TEAYS LANE	HURRICAN
A00195	AE	3/28/2007	JAMIE	HANNIG	2201 SIBLEY LANE	COLUMBU
036030	BT	7/31/2006	DONNA	HARPER	RT. 1, BOX 212	GALLIPOL
M02118	MN	1/1/2007	YVETTE	HARPER	270 FOREST DR.	PARKERSB
M02126	MN	1/1/2007	MICHELLE	HARRIS	P.O. BOX 86	DANVILLE
M02121	MN	1/1/2007	NANETTE	HATFIELD	P.O. BOX 302	PETERSTO
036336	BT	5/7/2007	DWAYNE	HATFIELD	P.O. BOX 5271	WEST LOG
036250	BT	1/23/2007	STACI	HAYZLETT	1905 MARTIN LANE	CULLODEN
A00190	AE	3/9/2007	ALORA	HEADLEE	RT. 1, BOX 161	WAVERLY
A00199	AE	6/13/2007	DENISE	HEADLEE	418 HEADLEE DR.	WAVERLY
036172	BT	1/1/2007	SHEBA	HELMICK	102 RIDGE TOP DRIVE	MOOREFIE
036268	BT	2/26/2007	JOHNATHON	HEMBY	213 S. COURT ST.	LEWISBUR
036257	BT	2/20/2007	KELLI	HENDERSON	716 HALES LANDING	ELIZABETH
036050	BT	8/21/2006	JODI	HENLINE	2277 ELDERSVILLE ROAD	FOLLANSE
036346	BT	5/8/2007	PRINTESS	HENSLEY	P.O. BOX 553	VERDUNVI
036315	BT	3/26/2007	XIOMARA	HERNANDEZ	1472 ST. LAWERENCE AE.	BRONX
036322	BT	4/9/2007	TERESA	HICKS	PO BOX 1855	PINEVILLE
036362	BR	5/24/2007	JEREMY	HILL	200 COMERS LANE LOT 13	COVINGTO

M02124	MN	1/1/2007	LINDA	HILL	3613 4TH AVE.	HUNTINGT
M02147	MN	3/23/2007	AMBER	HILLABOLD	200 BENT TREE DR.	SCOTT DE
036066	BT	8/28/2006	FELICIA	HILTON	139 AUGUSTINE CT.	KEARNEYS
M02078	MN	8/10/2006	THAO BICH	HO	800 KANAWHA BLVD., W., APT 2	CHARLEST
M02089	MN	9/6/2006	QUOC	HOANG	1711 17TH AVENUE, S.	SEATTLE
036327	BT	4/16/2007	TIFFANY	HODGE	7047 BEECH DRIVE	HUNTINGT
036375	BT	6/4/2007	MELISSA	HOLCOMB	119 4TH AVENUE, APT. 2	HUNTINGT
A00200	AE	6/13/2007	SHELLEY	HOLLIDAY	403 LIGHTNER AVENUE	LEWISBUR
036245	BT	1/16/2007	TABITHA	HONAKER	109 N. PIKE ST.	BECKLEY
M02148	MN	3/26/2007	KAWANNA	HONEYCUTT	2094 NORTHVIEW DR.	CHARLEST
036400	BT	6/26/2007	SHERRI	HORN	P.O. BOX 21	LOST CRE
036311	BT	3/23/2007	CAROLYN	HORNISH SHUMAN	RT. 1, BOX 96A	HARRISVIL
036326	BT	4/13/2007	FELICIA	HORTON	P.O. BOX 302	BURNSVIL
M02091	MN	9/11/2006	LAURA	HOSEY	HC 68 BOX 132	FRANKFOR
036388	BT	6/13/2007	STEPHANIE	HUFFMAN	148 RIVERCREST RD.	HARPERS
036236	BT	1/11/2007	MEGHAN	HUMBERT	251 NEW SALEM RD.	UNIONTOV
036358	BT	5/23/2007	STEPHANIE	HUNT	P.O. BOX 124	BELINGTO
036246	BT	1/18/2007	LORIE	HUNTER	106 FOURTH ST.	BECKLEY
036318	BT	3/28/2007	BRANDY	HUNTER	57 FISHERS LANE	WHEELING
036366	BT	5/25/2007	KAYLA	HURLEY	HC 71 BOX 115	GILBERT
036397	BT	6/25/2007	BROOKS	HUTZLER	6543 WINCHESTER AVENUE	INWOOD
M02073	MN	7/10/2006	LINDA	HUYNH	518 N. JEFFERSON STREET	LEWISBUR
M02092	MN	9/11/2006	THANH TAM THI	HUYNH	874 FAIRMONT RD. SUITE B	WESTOVE
036215	BT	1/4/2007	CYNTHIA	HYDE	2610 BROAD RUN RD.	JANE LEW
036386	BT	6/11/2007	AUTUMN	HYPES	408 HOOKERSVILLE RD.	SUMMERS
036385	BT	6/11/2007	SAMANTHA	HYPES	408 HOOKERSVILLE RD.	SUMMERS
036190	BT	1/1/2007	SARAH	JACKSON	59 HINKLE DR.	BUCKHAN
036262	BT	2/23/2007	MARIA	JARRELL	RT. 2 BOX 815	DELBARTO
036183	BT	1/1/2007	CHRISTIE	JAVINS	1126 BENTAMANTI STREET	NITRO
036093	BT	9/11/2006	DORETHA	JOHNSON	1412 PRIMROSE AVENUE	HUNTINGT
036221	BT	1/5/2007	WHITNEY	JOHNSON	3617 36TH STREET	NITRO
036269	BT	2/26/2007	STEPHANIE	JOHNSON	P.O. BOX 55	LITTLE HO
036299	BT	3/13/2007	JILLIAN	JOHNSTON	5400 ALTIZER AVENUE #41	HUNTINGT
M02077	MN	7/13/2006	WENDY	JOHNSTONE	247 ALPINE DR.	BUNKER H
036104	BT	9/15/2006	CHRISTY	JONES	62 A RED OAK DR.	NITRO
036228	BT	1/8/2007	SHAWDANAE	JONES	55 RUDDY DUCK LANE	MARTINSB
036107	BR	9/15/2006	DEREK	JONES	830 GLENDALE AVE.	SO. CHAR
036256	BT	2/16/2007	LINDA	JONES	229 CARMEL RD.	WHEELING
036205	BT	1/1/2007	MELISSA	JUSTICE	504 OAKMONT WAY	MT. HOPE
M02134	MN	1/29/2007	MISTY	KAIN	P.O. BOX 1144	CHARLES
036369	BT	5/31/2007	HEATHER	KEENE	RT. 83, BOX 103	RAYSAL
036180	BT	1/1/2007	NIKITA	KEENER	112 JOY ST.	KINGWOO
036140	BT	10/23/2006	LYLE	KEENEY	126 TWP RD 1273	CHESAPE
A00173	AE	7/24/2006	PAULINE	KENDRICK	8512 TOWNE MANOR CT	ALEXANDR
M02144	MN	3/20/2007	HARRY WANTA	KIM	1780 CHESTNUT STREET	GALLIPOL
A00181	AE	1/1/2007	MARISSA	KINKELAAR	P.O. BOX 984	CLARKSB
M02162	MN	6/12/2007	MARISSA	KINKELAAR	P.O. BOX 984	CLARKSB
036323	BR	4/10/2007	BENJAMIN	KNIGHT	312 ROXALANA HILLS DR.	DUNBAR
036317	BT	3/27/2007	ASHLEY	KOVACH	406 VISTA OAKS DR.	FAIRMONT
036330	BT	4/23/2007	KATHERINE	KRUGER	3055 MAIN STREET	WEIRTON
A00177	AE	9/14/2006	STEPHANIE	LAFOLLETTE	116 MOUNTAIN AVENUE	WHITE SU
M02074	MN	7/11/2006	LE VU	LAM	747 CHESTNUT RIDGE RD.	MORGANT
036026	BT	7/26/2006	LESLIE	LAMBERT	1225 WOODLAND AVENUE	BLUEFIEL
036372	BT	6/1/2007	JENNIFER	LARCK	411 HURRICANE AVE.	HURRICAN
M02115	MN	1/1/2007	MY NGOC	LE	747 CHESTNUT RIDGE ROAD	MORGANT
M02114	MN	1/1/2007	MY CHAU	LE	747 CHESTNUT RIDGE ROAD	MORGANT
036270	BT	2/26/2007	CHAU THI	LE	140 A ORCHARD DRIVE	ST. CLAIR
036141	BT	11/1/2006	LACEY	LEE	204 OLD SCHOOL RD.	MORGANT
036080	BT	9/7/2006	VICTORIA	LEE	258 BARTOW DRIVE	BARBOUR
036145	BT	1/1/2007	CHELSEA	LENZ	105 BECKY LANE	MIDDLEBO
036173	BT	1/1/2007	CHRISTINE	LEWIS	164 VOLCANO DRIVE	BUNKER H
M02159	MN	6/8/2007	SHANNON	LEWIS	77 LILLIAN WAY	MARTINSB
036355	BT	5/18/2007	MEGAN	LILLY	383 PINETREE RD.	PARKERS
M02120	MN	1/1/2007	TRACY	LINK	1588 RUNNYMEADE ROAD	BUNKER H
036309	BT	3/20/2007	LAURA	LISTON	1113 EASTGATE, APT. 113	MORGANT
036051	BT	8/21/2006	WENDY	LITTLETON	RR 2, BOX 94	SALEM
M02094	MN	9/14/2006	APRIL	LIVELY	1125 PEACH TREE RD.	NAOMA
036152	BT	1/1/2007	LINDSEY	LOHR	34 INDIAN HEIGHTS CIRCLE	ROMNEY
036135	BT	10/10/2006	BREANNE	LONGWELL-WELLS	4340 PEBBLE RIDGE CR APT 149	COLORAD
M02164	MN	6/19/2007	DEBBIE	LOONEY	1 WELLFORD HOLLOW RD.	CLENDENI
036392	BT	6/18/2007	TAYLOR	LOY	HC 71 BOX 170C	AUGUSTA
M02165	MN	6/21/2007	NAM DUC	LUU	137 TERESA DRIVE	STUEBEN
M02108	MN	1/1/2007	MICHAEL VU	MACH	6353 MONICA DRIVE	MORROW
036371	BT	5/31/2007	LYNNETTE	MAGNONE-CUPP	151 CRISSWILL ROAD	ST. CLAIR
036393	BT	6/18/2007	MELISSA	MAHANEY	2640 4TH AVENUE	HUNTINGT
036132	BT	10/9/2006	KAREN	MAJANO	533 GOOD DR.	MARTINSB

036024	BT	7/21/2006	KIMBERLY	MARTIN	206 COUNTY RD 107	FORT PAY
036331	BR	5/2/2007	MATT	MARTIN	2407 MCKINLEY AVE.	ST. ALBAN
M02158	MN	6/6/2007	EDITH	MARTIN	RR 1, BOX 343-B	FAIRMONT
036013	BT	7/6/2006	SIERRA	MATICS	RT. 2, BOX 231A	COTTAGEV
036052	BT	8/21/2006	MICHELLE	MATURO	273 GENERAL EARLY DRIVE	HARPERS
036364	BT	5/25/2007	REBEKAH	MAYNARD	RT. 2 BOX 311	DELBARTO
M02096	MN	10/23/2006	STEPHANIE	MCCALLISTER	PO BOX 375	SALT ROC
036095	BR	9/12/2006	RICKY	MCCONNELL	773 HUMBLE HEIGHT ROAD	WALKER
036143	BT	1/1/2007	ELISSA	MCCRACKEN	624 WASHINGTON ST.	MARTINS F
036294	BT	3/9/2007	DEANA	MCDONALD	104 PLANCK DR.	NITRO
036254	BT	2/5/2007	MISTY	MCGOWAN	605 FORBES DRIVE	MARTINSB
M02122	MN	1/1/2007	TANYA	MCMURRY	919 NORWAY AVE.	HUNTINGT
036409	BT	6/29/2007	KELLI	MCVEY	57 GARRISON AVENUE	CHARLEST
M02129	MN	1/3/2007	TERRY	MERRIFIELD	206 FAIRVIEW DR.	DIAMOND
A00193	AE	3/19/2007	LINDSEY	MERRYMAN	4304 BRETTWOOD LANE	MORGANT
036118	BT	9/25/2006	ANNIE	METZ	717 ECHO VALLEY	GLEN DAL
036086	BT	9/11/2006	MELISSA	MILAM	207 PARK WOOD DRIVE	BECKLEY
036408	BT	6/29/2007	KELEE	MILLER	P.O. BOX 564	BRENTON
036117	BT	9/21/2006	JEFFREY	MILLER	HC 66 BOX 16	FRANKFOR
036352	BT	5/17/2007	ERICA	MIRACLE	253 WARWOOD AVE.	WHEELING
036067	BT	8/30/2006	HOLLIS	MOLNAR	42050 STATE FARM ROAD	ALBANY
036078	BT	9/5/2006	AMY	MOORE	3748 ST. RT. 217	WILLOW W
036175	BT	1/1/2007	NIKITA	MOORE	4207 DAYBROOK RD.	FAIRVIEW
036271	BT	2/26/2007	KACEY	MORRIS	158 17TH STREET	WELLSBUR
036395	BT	6/18/2007	NINA	MORT	1065 DAYBROOK RD.	FAIRVIEW
036308	BT	3/20/2007	AMY	MOSS	4259 FOUR POLE RD.	HUNTINGT
M02097	MN	10/26/2006	LORA	MULLINS	156 BLUE CREEK RD.	ELKVIEW
036227	BT	1/8/2007	AMBER	MYERS	FAIRPLAIN APTS. HC 80-3	RIPLEY
036272	BR	2/26/2007	MATTHEW	MYERS	HC 73 BOX 1 B	SENECA R
036273	BT	2/26/2007	AMY	NARRY	165 RED DOG RD.	GEORGET
036394	BT	6/18/2007	MERIDITH	NEAL	P.O. BOX 153	INDORE
036359	BT	5/23/2007	DONNA	NEAL	P.O. BOX 346	ATHENS
036335	BT	5/7/2007	CRYSTAL	NELSON	118 DAVIS STREET, APT. A	BRIDGEPC
M02113	MN	1/1/2007	LANA	NEWHOUSE-TAYLOR	1034 MARINA DRIVE	HURRICAN
036332	BT	5/3/2007	CINDY	NEWTON	125 AMELIA DRIVE	HEDGESVI
M02154	MN	5/25/2007	CHI THI	NGO	1273 SUGAR MAPLE DRIVE	GREENVIL
M02133	MN	1/29/2007	CHAU	NGUYEN	9637 FRANKLIN WOODS PL	LORTON
M02143	MN	3/16/2007	THU PHUONG THI	NGUYEN	266 FRASER CT.	CHARLES
M02130	MN	1/8/2007	NGAN THANH PHAM	NGUYEN	9701 MALL ROAD	MORGANT
M02112	MN	1/1/2007	PHAN THI	NGUYEN	112 NICK SAVAN AVE.	LOGAN
M02076	MN	7/12/2006	SUONG	NGUYEN	4131 UNIVERSITY TOWN CTR DR.	MORGANT
M02107	MN	1/1/2007	HUONG	NGUYEN	6353 MONICA DRIVE	MORROW
M02093	MN	9/12/2006	TRONG BINH	NGUYEN	1322 COLONIAL DRIVE	MARIETTA
M02135	MN	2/21/2007	BRYAN	NGUYEN	602 LUKE ST., APT. 1	MORGANT
M02104	MN	1/1/2007	KENNETH HUU	NGUYEN	539 E. MAIN STREET	BRIDGEPC
036153	BT	1/1/2007	TINA LY	NGUYEN	200 LOT 9, GREAT TEAYS BLVD.	SCOTT DE
036275	BT	2/26/2007	VU VAN	NGUYEN	4029 BENNINGTON STREET	PHILADEL
M02163	MN	6/15/2007	HUYEN	NGUYEN	4013 RIDGEVIEW LANE	HURRICAN
036122	BT	9/26/2006	JULIA	NICHOLSON	399 NICHOLSON LOOP	MORGANT
036274	BT	2/26/2007	ANGELINE	NIE	15370 BLACK ANKLE RD.	MOUNT AI
036405	BT	6/28/2007	SCHANA	NULPH	1201 2ND STREET	MOUNDSV
036260	BT	2/23/2007	DEANNA	O'DAY	RT. 2 BOX 12	SINKS GRO
M02084	MN	8/28/2006	RHONDA	O'DELL	709 KASICK DR.	ST. ALBAN
036134	BT	10/9/2006	JAMIE	OLDAKER	RT. 5, BOX 616	SALEM
036109	BT	9/18/2006	BRITTANY	OLDAKER	8316 RT. 21	RIPLEY
036119	BT	9/25/2006	WHITNEY	ORR	261 HARMONY LANE	WALKER
036116	BT	9/21/2006	MYKELLE	OTTMAN	FPC P.O. BOX A	ALDERSON
M02155	MN	5/25/2007	MOLLIE	PAGE	RR 1 BOX 123 E	FAYETTEV
036406	BT	6/29/2007	JENNIFER	PAINTER	1114 REAR S. MAIN STREET	MILTON
036238	BT	1/11/2007	ERICA	PAINTER NUTTER	5205 MONTA VISTA DRIVE	CROSS LA
036276	BT	2/26/2007	CAROLE	PALMER	3057 FRANKLIN STREET	BELLAIRE
A00183	AE	1/1/2007	SARAH	PARTIN	205 N. COURT ST. SUITE 1	LEWISBUR
036077	BT	9/5/2006	MARQUITA	PAYNE	1420 MONROE AVE., APT. #5	BIRMINGH
036212	BT	1/3/2007	KIMBERLY	PEAL	RT. 2 BOX 264 B	CHARLEST
036154	BT	1/1/2007	BARBARA	PERKINS	P.O. BOX 254	N. MATEW
036244	BT	1/16/2007	MEGAN	PERKS	4675 LINCOLN AVE.	SHADYSID
A00182	AE	1/1/2007	ELLA	PFADENHAVER	P.O. BOX 506	GREAT CA
M02166	MN	6/25/2007	JIMMY	PHAM	9665 HAZARD AVE.	GARDEN C
M02141	MN	3/14/2007	PHIEN	PHUNG	5104 NOYES AVENUE	CHARLEST
036025	BT	7/26/2006	EBONY	PINKETT	2010 CROSBYSIDE CT.	ODENTON
036403	BT	6/28/2007	AMANDA	PISINO	PO BOX 155	GRAFTON
036387	BT	6/11/2007	SHAYE	PITTS	4154 FRANKLIN ST.	BELLAIRE
036023	BR	7/20/2006	JOSHUA	POMP	RT. 1 BOX 6A	VALLEY BE
036055	BT	8/21/2006	CATHY	POWELL	56 STILL STREET	NEW CUM
036155	BT	1/1/2007	KIMBERLY	POWELL	9 PRIVATE DR. 149 APT. 15	CHESAPE
036085	BT	9/8/2006	MISTY	PREECE	1612 NW 21ST ST.	BOYNTON

036121	BT	9/26/2006	AMBER	PRITCHARD	2208 KIRBY RD. #57	MILTON
036389	BT	6/14/2007	JAMIE	PUSKAS	826 VIRGINIA AVE. APT. F	HUNTINGT
036197	BT	1/1/2007	VICKI	RAMSEY	P.O. BOX 81	CLAY
036402	BT	6/28/2007	DENISE	RANKIN	2558 IROQUOIS AVENUE	FLINT
036166	BT	1/1/2007	WILLIAM	REEDER	4611 EMERSON AVENUE	PARKERSB
036064	BT	8/25/2006	CANDI	REEDY	P.O. BOX 178	BOOMER
M02142	MN	3/15/2007	JENNIFER	REEDY	106 PLANTATION DRIVE	NITRO
036101	BT	9/14/2006	KATIE	RENALDO	RR 8, BOX 136-D	FAIRMONT
036125	BT	9/29/2006	AMANDA	RENNER	1017 GERRARDSTOWN ROAD	GERRARD
M02080	MN	8/22/2006	HEIDI	RICHARDS	369 CAPTAIN AMES DR.	PARKERSB
036239	BT	1/12/2007	CRYSTAL	RICHARDSON	P.O. BOX 1211	KERMIT
036234	BT	1/10/2007	TEMPEST	RIGGINS	700 8TH AVENUE	PARKERSB
036334	BT	5/7/2007	PAMELA	ROBBINS	P.O. BOX 396	ROWLESB
036209	BT	1/1/2007	AMBER	ROBERTS	838 DUTCH HOLLOW RD.	DUNBAR
M02100	MN	1/1/2007	LISA	ROBERTS	RT. 2 BOX 324 LOT 18	PARKERSB
036056	BT	8/21/2006	EATHEL	ROBERTSON	947 W. 9TH STREET	HUNTINGT
036019	BT	7/17/2006	CRYSTAL	ROGERS	314 E. BURKE ST.	MARTINSB
036297	BT	3/12/2007	LACEY	RONEVICH	72961 BROWNFIELD RD.	DILLONVA
036187	BT	1/1/2007	HAILEY	ROSEBROCK	473 PORTER RD.	CHARLEST
036249	BT	1/22/2007	JANINE	ROSS	38 HUDSON STREET	MIDDLEPC
A00175	AE	9/8/2006	KATHY	RUBIO	880 OAKWOOD RD.	CHARLEST
036333	BT	5/7/2007	GENNIE	RUDISILL	285 PANORAMA DRIVE	MARTINSB
036081	BT	9/7/2006	JENNIFER	RUNYON	PO BOX 660	WAYNE
036089	BC	9/11/2006	PATRICIA	SAMPSON	1465 DERBY ROAD	WATERFO
036120	BT	9/25/2006	MICHAEL	SAMPSON	RT. 10, BOX 122AA	CHARLEST
A00176	AE	9/12/2006	AMY	SANDY	P.O. BOX 64	ENTERPRI
A00187	AE	1/1/2007	CHERI	SATTERFIELD	23 GREENVIEW DRIVE	FAIRMONT
A00185	AE	1/1/2007	TIFFANY	SCHRAF	7730 ELAINE COURT	PORT TOB
036247	BT	1/19/2007	STEPHANIE	SCHUL	111 WILD LIFE DR.	WHEELING
036016	BT	7/10/2006	CHRISTIE	SELMON	PO BOX 23	HEPZIBAH
M02157	MN	5/31/2007	TRACY	SHACKELFORD	P.O. BOX 305	REEDSVIL
A00197	AE	5/7/2007	AMY	SHAFER	RR 2 BOX 248-A	LEWISBUR
M02095	MN	10/10/2006	RUTH	SHELL	235 A BELVIEW DR.	MARTINSB
036370	BT	5/31/2007	LOREEN	SHREVE	1315 NO. 6TH ST.	MARTINS B
036189	BT	1/1/2007	CLARISSA	SILMAN	P.O. BOX 1391	CRAIGSVIL
036177	BT	1/1/2007	COURTNEY	SIMMONS	501 MAIN ST.	PARSONS
036073	BR	9/1/2006	RYDELL	SIMMS	7711 BENDER RD	LANDOVER
036219	BT	1/5/2007	LORALEE	SIMPSON	258 SUMMERS SCHOOL RD.	MORGANT
036022	BT	7/19/2006	AMANDA	SIZEMORE	977 LINCOLN DRIVE	SOUTH CH
036156	BT	1/1/2007	DANIELLE	SIZEMORE	40 B STREET	ST. ALBAN
036349	BT	5/14/2007	DORCAS	SKIDMORE	1743 SIMPSON RUN RD	WESTON
036009	BT	7/3/2006	MELISSA	SLOAN	P.O. BOX 541	DANIELS
036041	BT	8/10/2006	KELLIE	SMITH	HC 61, BOX 42	PAYNESVI
036319	BT	3/30/2007	SAMANTHA	SMITH	2130 OVERLY DRIVE	ST. ALBAN
036329	BT	4/19/2007	AMBER	SMITH	37 ROBIN LANE	RIPLEY
M02090	MN	9/8/2006	CYNTHIA	SMITH	3017 SHADYSIDE RD.	ST. ALBAN
036057	BT	8/21/2006	LEE ANN	SMITH	RR 1, BOX 231-D	BRUCETON
M02152	MN	5/24/2007	JUDY	SMITH	3622 NORWOOD RD.	HUNTINGT
036157	BT	1/1/2007	CINDY	SNYDER	P.O. BOX 55	BELMONT
036391	BT	6/18/2007	TRISTAN	SOUTHERLY	HC 79, BOX 36D	ROMNEY
M02103	MN	1/1/2007	RACHEL	STAFFORD	147 PINE VILLA DR.	BECKLEY
036251	BT	1/25/2007	JOSEPH	STAGGERS	327 26TH STREET	HUNTINGT
036112	BT	9/19/2006	BREEANNA	STANKO	3364 COLLINS FERRY ROAD	MORGANT
036106	BT	9/15/2006	KAREN	STEELE	HC 35 BOX 62	BURNSVIL
036218	BT	1/5/2007	ELIZABETH	STEPHENSON	803 TWP ROAD 126	SCOTTOW
M02117	MN	1/1/2007	LORI	STEPHENSON	119 CAMPSITE ROAD	MT. NEBO
M02160	MN	6/11/2007	SALLY	STEWART	P.O. BOX 41	LESTER
036186	BT	1/1/2007	CHRISTIE	STOLMAN	1976 LONGMEADOW PK.	SISSONVIL
036021	BT	7/18/2006	ANTHONY	STRADWICK	2713 4TH AVENUE	HUNTINGT
036231	BT	1/9/2007	KRISTAN	STUMBO	RT. 1, BOX 47	DUNLOW
036240	BT	1/16/2007	CHANTELLE	STUTLER	207 STEWART ACRES APT. 5	WINFIELD
036083	BT	9/7/2006	VICTORIA	SWAIN	FPC P.O. BOX A	ALDERSON
036110	BT	9/18/2006	NICOLE	SWICKLINE	400 BUFFALO STREET #3	BEAVER
036401	BT	6/26/2007	CASEY	SWIGER	RT 1, BOX 327	SALEM
036368	BR	5/30/2007	JONATHAN	TACKETT	P.O. BOX 577	SWITZER
036169	BT	1/1/2007	DONNA	TAGLIAMONTE	16 FRANKLIN WOODS	TRIADELP
036012	BT	7/6/2006	TIFFANY	TALBERT	1809 SUMMERS AVE.	SO. CHARL
036158	BT	1/1/2007	ELIZABETH	TALBOTT	123 BRANT DRIVE	MARIETTA
036159	BT	1/1/2007	MONIKA	TAYLOR	144 DAWN LEE LN.	BERKELEY
036283	BT	2/26/2007	JESSICA	THOMAS	P.O. BOX 94	GRANVILL
036248	BT	1/22/2007	ROXANNA	THOMPSON	559 HURRICANE RIDGE RD.	BLUEFIELD
036399	BT	6/25/2007	CHRISTINA	THOMPSON	510 HEAVENER STREET	STONEWC
036277	BT	2/26/2007	LINDA	THOMPSON	105 KILGORE RD.	SCOTT DE
036313	BR	3/26/2007	ROBERT	THOMPSON, JR.	205 SWAN LANE	ST. ALBAN
036357	BT	5/22/2007	KITTY	THOMPSON-JACOBS	606 GEORGIA ST.	CHARLEST
036088	BT	9/11/2006	JACQUELINE	THROCKMORTON	104 ST. CLAIRS VILLAGE	MORGANT

036029	BT	7/28/2006	AMY	TINNEL	FPC P.O. BOX A	ALDERSO
036293	BT	3/8/2007	AMY	TOLAND	BOX 128	BOBTOWN
036222	BT	1/5/2007	CRYSTAL	TOLER	P.O. BOX 187	HANOVER
036031	BT	8/2/2006	CHEKILA	TOODLE	5105 CIVIC CIRCLE	BIRMINGH
036087	BT	9/11/2006	AMANDA	TOWNS	RR 8, BOX 189	FAIRMONT
036160	BR	1/1/2007	AUNDRE	TOWNSEND	307 KARLA KOURT	MARTINSB
036126	BT	10/2/2006	ANGELA	TOWNSLEY	385 PALEMINO PLACE	CHARLES
M02105	MN	1/1/2007	PHUONG	TRAN	907 30TH STREET #1	PARKERS
M02119	MN	1/1/2007	THU THI	TRAN	1815 23RD STREET	PARKERS
M02088	MN	9/6/2006	QUYNH	TRAN	1711 17TH AVENUE	SEATTLE
M02099	MN	1/1/2007	THAO	TRAN	126 GOFF MOUNTAIN RD, APT. #2	CROSS LA
036384	BT	6/11/2007	THOA MY	TRAN	916 BYERS AVENUE	CHAMBER
036363	BT	5/24/2007	MICHELE	TRANHAM	86088 BIG LEAF LANE	YULEE
M02109	MN	1/1/2007	NGUYEN QUOC	TRUONG	42 ROSEMONT CIRCLE	SUMMERS
M02085	MN	8/30/2006	JUANITA	TUCKER	P.O. BOX 61	BUFFALO
A00201	AE	6/15/2007	JAIME	TURGEON	609 NORTH QUEEN	MARTINSB
036039	BT	8/10/2006	CATHY	TURNER	P.O. BOX 180	ALUM CRE
M02153	MN	5/25/2007	EMILY	TURNES	RT. 1 BOX 345-D	CHARLEST
036229	BT	1/8/2007	MELONIE	ULLOM	RD #2 BOX 163	WELLSBUR
036161	BR	1/1/2007	FORREST	UNRATH	2019 STAGE JCT RD	COLUMBIA
036017	BT	7/10/2006	JULIET	VALLI	2001 APARMENT BLVD.	MARTINSB
036325	BT	4/11/2007	CHRISTOPHER	VARNEY	PO BOX 42	SARAH AN
036286	BT	2/28/2007	ALVARO	VILELA	20427 DONCASTER TERRACE	STERLING
M02081	MN	8/22/2006	PHUOC	VO	1030 N. EISENHOWER DRIVE	BECKLEY
M02087	MN	9/5/2006	TUAN MINH	VO	2500 FAIRMONT AVE. SUITE 752	FAIRMONT
036033	BT	8/1/2006	TAIKECHA	WADE	4611 ASBURY AVENUE	BALTIMOR
036091	BT	9/11/2006	BRITTANY	WALKER	351 FLEECE'S DEN LANE	BERKELEY
036398	BT	6/25/2007	AMBERLY	WALKER	PO BOX 301	AVONDAL
036207	BT	1/1/2007	BETH	WASHINGTON	1336 B MEMORIAL BLVD.	HUNTINGT
036314	BT	3/26/2007	MERRY	WATERS	441 WATER ST.	SUMMERS
036097	BT	9/12/2006	MARTA	WATKINS	116 9TH STREET	BECKLEY
M02136	MN	3/5/2007	VAN PHI	WEEKLEY	608 STANLEY AVENUE	CLARKSB
036184	BT	1/1/2007	KIMBERLY	WEISS	HC 76 BOX 8	JUMPING
036202	BT	1/1/2007	BETHANY	WERNER	301 WASHINGTON AVE.	SOUTHPO
036105	BT	9/15/2006	GINA	WETZEL	1215 VALLEY VIEW AVENUE	WHEELING
036035	BT	8/9/2006	NICOLE	WHEELER	91 EUCLID AVENUE	CHARLES
036279	BT	2/26/2007	BARBARA	WHEELER	1531 CHESTNUT ST.	CANON CI
036252	BT	1/29/2007	RACHEL	WHITE	814 BRADY LANE	MADISON
036058	BT	8/21/2006	AMANDA	WHITEHEAD	101 RUSTLING LEAF PLACE	KEARNEYS
036123	BT	9/26/2006	ELIZABETH	WILFONG	RT. 2 BOX 876	BRIDGEPC
M02161	MN	6/11/2007	JANE	WILHELM	83 WILLINGHAM WAY	MARTINSB
036380	BT	6/8/2007	ALESACIA	WILLIAMS	4121 OAKRIDGE DRIVE	WINSTON-
036171	BT	1/1/2007	ROMONA	WILLIAMS	113 ZEILER DR.	MARTINSB
036103	BT	9/15/2006	SAMANTHIA	WILLIAMS	48 COUNTRY ROAD	POCA
036043	BT	8/18/2006	MISTY	WILLIAMS	RT 1, BOX 158-2	RED HOU
036163	BT	1/1/2007	ERICA	WILLIAMS	850 WARREN CHAPEL RD.	FLEMING
036378	BT	6/6/2007	SHANNON	WILLS	33 AMANDAVILLE CT.	ST. ALBAN
036076	BT	9/5/2006	CRYSTAL	WILSON	P.O. BOX 252	PETERST
036096	BT	9/12/2006	CARRIE	WINTERS	RT. 1 BOX 92K	TUNNELT
036167	BT	1/1/2007	SHEREA	WINTERS	RT. 1 BOX 307	THORNTON
036360	BT	5/23/2007	AMANDA	WOLFE	128 CHIPLEY LANE	MOOREFIE
036138	BT	10/19/2006	REBECCA	WOODSON	RT 2, BOX 273	FRENCH C
036383	BT	6/11/2007	BOBBIE	WOODY	#12 TRAILER CT.	ELKVIEW
036059	BT	8/21/2006	JACK	WOOLWINE	5205 KENTUCKY STREET	CHARLEST
036164	BT	1/1/2007	VIVIAN	WRAY	321 FOURTH STREET	PARSONS
036208	BT	1/1/2007	KELLI	WRIGHT	320 AMANITA DR.	SO. CHAR
036182	BT	1/1/2007	REBECCA	WRIGHT	102-A GREEN DR.	HURRICAN
036090	BT	9/11/2006	JANUARY	WROTH	412 EAGLE VIEW DR.	CHARLEST
M02101	MN	1/1/2007	AMY	WYKLE	762 COLEMAN CLIFF RD.	FRANKFOR
036312	BT	3/26/2007	KATHERINE	ZICKEFOOSE	HC 36, BOX 95	BUCKHAN
036253	BT	1/31/2007	HEATHER	ZIMMER	501 BARTLEYVILLE ROAD	BURGETTS
A00179	AE	9/21/2006	ALBERTA	ZOMBRO	105 BLUEGRASS LANE	HARPERS
M02110	MN	1/1/2007	ALBERTA	ZOMBRO	105 BLUE GRASS LANE	HARPERS

Total 515

BOARD OF BARBERS AND COSMETOLOGISTS
COMPLAINT LOG – FISCAL YEAR 2007

C1 RECEIVED COMPLAINT 07/12/2006 IN WRITING

Complaint from Sheila White regarding Pam Wright an instructor at Mercer County Vocational Technical Center. My complaint isn't about a single incident. Instead it is about the general overall incompetence of Ms. Wright in regards to my graduating class. I feel although once she came our education stopped, although we had eight months to go. She focused more on the junior class and told others that "the seniors think they know it all". Her attitude was that we were "unteachable". She was also suspended from school for 4 days for unprofessional behavior, ie. foul language. This incident was not reported to the Board of Barbers and Cosmetologists.

On 07/13/06 a copy of the complaint was mailed to Charles Castle at the Mercer Co. Tech. Ed. Center to respond within 14 days of receipt of the letter.

On 7/27/06 we received a response letter from Charles Castle. There was an incident that occurred in which a formal investigation was conducted. Actions were taken by the Mercer County Board of Education, resulting in Ms. Wright's suspension. As to the education stopping for the class, I'm not certain what Sheila means here. Granted, I spent most of this time in the theory room with both morning and afternoon classes, having both the beginning adult students and high school students. However, I do know that Ms. Wright worked diligently with the class during their last two months to prepare for Board exams in both practical and theory. She ran drills regularly, working with both timing and accuracy in practical test areas. She also gave them many rounds of tests in each subject area as well as comprehensive tests; the students studied for these and took many of these tests at their own pace, so this part was an independent study for them. Prior to this, the class was on the clinic floor working on their performances and learning the Board set and practical procedures. Ms. Wright also reviewed chapters with them on Mondays. I will say that, in my opinion, there were conflicts between personalities of both Ms. Wright and several members of this particular class.

Complaint had some merit but was resolved by the school.

C2 RECEIVED COMPLAINT 07/24/2006 IN WRITING

We are students attending the International Beauty School, located at 201 W. King St., Martinsburg, WV. As you are well aware, it has been a sizable financial undertaking to obtain such a specialized training. We are expressing the following complaints described in this petition with hope that you will address our concerns. Ongoing equipment failure has plagued our attendance. The classrooms are without air conditioning. Rooms are without windows and coupled with the heat and stench of various caustic chemicals used in cosmetology it utterly escapes us why someone has not been overcome and hospitalized. This in itself is not an environment conducive to learning and we believe a serious health issue. There is no ventilation in any of our classrooms. On many occasions student who would normally stay the

entire day are leaving early to escape the heat. Restrooms are not properly supplied and unsanitary. Soap, toilet tissue, and paper towels are always absent unless complaints are issued. Soap is a necessity, considering the chemical procedures used by the students on the general public. It was promised when recruited that various supplies and equipment would be available for training. Machines used in this practice lay unused as they are broke and need repair. Complaints to the owner / director go unheard as nothing ever gets done to repair equipment. Nail technicians have gone weeks without needed supplies and even text books go un-issued for weeks. It is obvious to all that the current leadership at this school has been trying to maximize profits by undersupplying and failing to refurbish worn-out equipment. We appreciate that our concerns be addressed immediately. We believe there are serious health issues involved here. It has been common knowledge that if students complain we would be adversely addressed by this school. The Class of 2006 Cosmetology, Nail Technicians, and Estheticians.

On July 25, 2006 Jorgina Andrawos was sent a letter and a copy of the complaint within 14 days from receipt of this letter.

On July 25, 2006 inspector Lynda Ware inspected the school. The air conditioner had been broken but it was fixed, had to get a new compressor. The school was cool. Bathrooms were stocked and clean. The towel machine was waiting for a part to be fixed. The only thing I brought to instructor's attention, a few of the students didn't have neck strips. While waiting on the manager, Jorgina I interviewed a few of the students Amanda Bailey and Tara Wildley, started three weeks ago and they are happy, only made one statement that other students in class should act more professional and not disturb others wanting to learn. Helen Cook and Megan Huff both had been there one year and they were full of questions, but said if they said anything they would be in trouble. The school was in fairly good shape. Bucket of dirty mop water sitting in dispensary. Student permits were not organized on wall. About the Dept. of Education complaint I feel what I can see there is merit to 13 findings of the review but I don't feel I have enough time or it's not my job to investigate these complaints.

All complaints within Board's justification had been corrected. The Board dismissed the complaints.

C3 RECEIVED COMPLAINT 07/21/06 BY VERBAL

Natural Sea and Spa – Booth at the Town Center Mall in Charleston – In act of making sales and skin and nail products employees are buffing on nail and removing oil massaged by prospective customers. Also the buffing block they are using isn't being changed with each customer. These employees are not licensed manicurists nor is the booth a licensed manicure shop.

On July 22, 2006 inspector Barbara Conley arrived at Natural Sea Spa booth and an employee started his sales routine. I let him proceed while doing sea salt sales everything was ok. I put my hands in water he put spoon of salt on my hands. I rubbed together and removed salt in water. He handed me a towel and I dried my hands. Then he proceeded to buff on nail with a used buffer. Applied a drop of it to cuticle. I rubbed it in. Then he removed oil with a cotton swab. I then identified myself explained to him what he was doing was illegal. Then told him how he could make his sales legal. Use only clean buffer and only let customer use the buffer on themselves and remove their oil by themselves. He said he didn't know any of this. I told him that the president of the State Board had been there and treated and explained all this to someone last week. He said it wasn't him. I then told him a fine was being issued. After much

pleading for a warning and shedding tears he signed the fine. I told him he must pay within 10 days and that he had the right to appeal. I then told him to tell the rest of the employees. Fine #2.10 was issued to Chen Finzi after he showed me a photo I.D. 1214 Londeree Ave. #E, So. Charleston, WV 25303. I gave him 2 copies of fine and a copy of the schedule of fines.

C4 RECEIVED COMPLAINT 07/26/06 IN WRITING

I am writing to let you know of my recent visit to a hair salon, Sherry's Hair Design in Ranson, WV to have a manicure and a pedicure. I think you should be aware of the unsanitary conditions that I was in. The girl named Misty used the same tools on me as she did on the lady ahead of me. Never at one time did she disinfect them or change tools. The lady said she was nicked on her cuticle and I watched to see if she did anything to clean them. At no time did she! Then when I got the pedicure, she rolled the cart out and there was dead skin from the previous person on there. I feel this is totally gross and unsanitary! I do get my hair done there so I wish to remain unknown. I said something to the girl who does my hair and she said that the owner has told her she needs to keep it sanitary but she doesn't follow her instructions. She also agreed that it is unsanitary and that this has been going on for a long time. If I or anyone else were to get aids or hepatitis, I'm sure that would be too late for this matter to be looked into. She also said that State Board comes to check these things but obviously this is not being looked into. I would appreciate that this be looked into as soon as possible. I'm just sorry that this situation has taken place. Thank you for your time. Lisa.

On August 24, 2006 inspector Lynda Ware inspected the shop and states this salon is in a fairly new building and the salon is always in good condition. I talked to Misty and she said she always use a new file on patron for pedicure and manicure. I gave her a warning and discussed her preparation of implements and to sanitize and disinfect all implements. Sherry will be in her own building by October and it is State of the Art and she assured me this will not be an issue ever again and she feels it came from within the shop.

C5 RECEIVED COMPLAINT 08/09/2006 IN WRITING

Received a complaint from WVDHHR Office of Health Facility Licensure and Certification stating Evelyn McClure licensed cosmetologists and also an hourly employee of Sun Bridge Care & Rehabilitation Salon accepted money from a patient of the facility and abused and neglected him.

On August 9, 2006 a copy of the complaint was mailed to Ms. McClure for her to respond within 14 days.

August 17 we received a response from Ms. McClure stating the allegations of abuse and neglect I feel was wrongly accused. The gentleman in question is very hard of hearing and does not understand clearly. The day in question he did receive a haircut and then insisted on paying me for the services. When I tried to explain that he needs to pay the office, he did not understand and proceeded to pay me instead. Usually at the end of the day when I hand in the paperwork I hand in any money that has been paid to me that day. I started at this facility over 20 years ago. Back in 1982 as a private beautician. When this company took over 3 years ago I worked under them instead of staying private. All money went to the office at the end of the day. The administration then told me to not change the way I did things. This particular day I had a very busy day. Anywhere from 15-20 different residents came in for hair services in the 5 hours that I was scheduled. It was unusually busy. At the end of my day I had forgotten that I had put gentleman's money in my smock pocket due to being one of the first customers I forgot

it. I was going to have surgery the next day for cancer biopsy in one of my lymph nodes. My mind was mostly on that. I have never been abusive or neglectful to any resident in my 23 years being a beautician. I have always been very caring and giving and maintain a professional attitude in my practice. When approached by the office girl the next week I immediately told her I had the residents' money and that I needed to make sure I had signed him on the paper I handed in because I have no record of it because I handed it to the office. Under no circumstances did I try to deny or lie about what had transpired. I gave them the money without hesitation. I answered all of their questions truthfully and honestly. I am sorry if this caused the gentleman any harm. It was not intended.

On August 20, 2006 the Board voted on the complaint and it was their decision that the complaint was without merit and they dismissed the complaint. A letter was sent to Ms. McClure and to the DHHR/Office of Health Facility and Certification regarding their decision.

C6 RECEIVED COMPLAINT 08/1706 IN WRITING

An anonymous complaint from a student – I feel as a student of the Huntington School of Beauty Culture, I feel I am not getting the education I paid for or deserve. I am writing you this letter because I believe that Mr. Donta has influence with Mr. Absten and Catherine Belvin has influence with Mrs. Conley. I feel some things need to be brought to your attention. As I was reading the rules and studying the law it states in Title 3-3-2 2.1 that the school must have a minimum of 3 master instructors. As of right now we only have 2 as of September 1, 2006 we will only have one. There is no master instructor at night. She has Mr. Donta's license hanging up and Carol Adkins license also hanging up which in fact she hasn't worked their for years. She is picking on us students for no reason and we are tired of it. We will also be contacting the Attorney General's office and the Governor's office and the DHHR and NACCAS. And you may want to check into how Tena Kimball got her license (Mr. Donta placed them in Elder Beerman so it would look like she was working their Huntington Mall) I just feel that we need a school that we are gonna get what education we deserve. Thank you students – please help us and not ignore us.

On August 28, 2006 inspector Ralph Reed was given the complaint to investigate. #1) The school in Huntington must have 4 master instructors to meet Title 3-3.2 (2.1). This school has 5 master instructors employed and two master instructors as reserves. This complaint has no merit. #2) Time cards provided by the school show that a master instructor has not been present with Mrs. Marcie F. Campbell at all times. #3) Keeping instructors and master instructors on stand by as alleged in this complaint is normal practice. #4) Mrs. Tena Kimball received her instructors license through the normal process and her cosmetology license is currently on the inactive list.

Investigation revealed the complaints were without merit and was dismissed by the Board.

C7 RECEIVED COMPLAINT 08/17/06 IN WRITING

Received a lengthy 8 page complaint from Sharon J. Mentus of Fairmont, WV regarding Art & Science Institute of Cosmetology. In August of 2005 I had met with owner/Director of ASIC, Mrs. Barbie Bland. During this meeting I had given her my situation in regards to my recent separation/divorce and that his was an opportunity for me to start my life on the right career path for myself and two children. As I was inquiring on a Career as an aesthetician I was not going to be able to afford the costs to go to school, but that this is what I have wanted to do all

my life. Mrs. Bland was sympathetic to what I was going through. She informed me that I would qualify for a grant of some sort to pay for my tuition. She proceeded to tell me that she is going through the process of becoming accredited school with government funding that would help me with acquiring this grant. Mrs. Bland said let's go ahead and enroll you and start you ASAP. The government funding shouldn't be too much longer and will send in the proper papers for your grant. She reassured me everything will be fine. As the complaint is lengthy and all has to do with financing and tuition, a hard copy is in the complaint file. Mrs. Bland is currently under investigation from the Government for fraudulent acts this complaint was forwarded to NACCAS and also faxed to Mrs. Bland for a response.

On September 1, 2006 we received a response to this complaint from Bowles Rice law firm representing Mrs. Bland. Significantly, the complaint fails to identify any witnesses to the alleged conduct of ASIC described in the complaint. Furthermore, the complaint does not identify any violation of the operating standards for schools of barbering and beauty culture as set forth in West Virginia code of State Rules 3-4-1 et seq., or any other law. For these reasons, and as more fully explained herein, ASIC respectfully request that the complaint be dismissed. ASIC did apply for Title IV funding which could provide federal financial aid to qualified students who applied. However, Mrs. Bland explicitly denies making any statements indicating that the funding was guaranteed or that the complainant would qualify for such funding. There is no evidence that Mrs. Bland or anyone else at ASIC made the statements alleged by the complainant. Instead there is ample evidence showing that complainant signed a contract with ASIC to pay \$4,750.00 in tuition and fees, payable in monthly installments of \$100.00. The complainant has breached that contract by failing to pay outstanding tuition and fees owed by her. Conveniently, this complaint comes only after ASIC made reasonable demands that the complainant comply with her contractual obligations. This is a 6 page response, hard copy in file.

On October 31, 2006 Ms. Bland was sent a letter asking her to provide a copy of an itemized statement of changes for her former aesthetics student Sharon J. Mentus.

On November 8, 2006 we received a letter and the "preliminary information" form from Bowles Rice, LLC showing it signed 8/30/05 by Ms. Mentus, she has paid \$5.00 and owes a balance of \$4,797.70. A copy was mailed to Ms. Mentus for any comments or rebuttal on 11/09/06.

The Board reviewed all correspondence in this matter and determined it was not within the Board's jurisdiction. Complaint was forwarded to the Dept. of Education.

C8 RECEIVED COMPLAINT 08/29/06 IN WRITING

Received a lengthy complaint regarding Morgantown Beauty College from Michelle Johnson Rowan. She has questions regarding are they considered to be treated as students or what? We perform labor for the salon, we are allotted at morning break between 10:00-11:00, a lunch period of 30 minutes and an afternoon break between 2:00-3:00. However, if you get put on probation, regardless of the reason and if it's excused or unexcused your break are taken away for a whole month. I and some fellow students don't see this as fair. She has questions regarding her Federal student loans, favoritism, many inconsistencies. A copy of the complaint was faxed and mailed to Mr. Sodomick on 8/29/06.

On 08/26/2006 received a response by fax (mailing hard copy) stating Morgantown Beauty College complies with all the laws, rules, and regulations of the State of West Virginia Board of Barbers and Cosmetologists, and the National Accrediting Commission of Cosmetology Arts

and Sciences and the U. S. Department of Education.

Investigation revealed complaints have no merit and were dismissed by the Board.

C9 RECEIVED COMPLAINT 08/30/06 IN WRITING (BY EMAIL)

Dear Mr. Absten, I do have some concerns regarding a salon located in Barboursville/Huntington called Shear Madness. The problem was brought to my attention through a family member who does not wish to be involved. I believe the owner of the said salon has been warned numerous times of the violations. Maybe you have records of the past inspections? My concerns involve the sinks and drainage thereof, as well as the restrooms. The owner of this salon is not making any effort to comply with past warnings. It was also brought to my attention that the garbage is not being taken out. As for the water situation there is a 5 gallon bucket being used to catch water from a leak in the wash/rinse bowl and mud in the restrooms from this or another leak. I feel this is not only bad business but a health issue for customers and should be dealt with in the strictest possible way given the history of these problems and the total disrespect for your governing board. Could you please keep me abreast of any actions taken. I thank you for your time and promptness of your last mail and look forward to hearing from you in the near future.

On August 31, 2006 inspector Barbara Conley went to the shop and spoke to owner/manager Donna Carter – (I had inspected shop 3/1/06 & 6/28/06 and at both inspections I had marked plumbing). I told Donna of the complaint and checked plumbing. She has had both vacuum breakers replaced and had new pipes and traps put in underneath shampoo bowls. But it started leaking again. She is now getting new spigots for bowls. She said the problem in restroom is the landlords responsibility. There is some kind of drain in the floor. I told her the problem must be taken care of by next visit or a fine would be issued. Since she has attempted to repair problem I gave her until around the end of October.

C9 RECEIVED COMPLAINT 09/07/06 IN WRITING

My name is Merry "Christin" Waters. I am currently a student at Morgantown Beauty College. I am writing this letter concerning many problems that I have encountered while attending MBC. I began as a student in January 2005. I am now approaching my second year at MBC. Admittedly I have taken 6 months for two separate medical leaves of absences. Five months after I began school I broke my foot and was out of school for two months. I returned to school and continued through November of 2005 when I took my second leave of absence of fourth months for a surgery. Prior to taking my surgical leave the financial aid officer stated to me that we needed to complete my student loan papers for the second half of my loan. Correll stated that this was to be done upon completion of 1,100 hours and that I was near this total. (This is a 3 page complaint and I have shortened the complaint). As you may know, upon taking a leave of absence your paper work is to be completed before a student takes the leave. Mrs. Correll did not complete my paper work until weeks after I returned from surgery. At this time, I discovered the discrepancy in my hours. Even though I was told I earned 1,100 hours to my extreme disappointment my total was now logged as only 700 hours. She goes on to talk about the policy on absences, the amount of time they said she missed school. She speaks about the inaccuracy of her hours and Mr. Sodomick will not discuss anything with her. She states Mr. Sodomick has made many inappropriate comments to her regarding her parents financial means, has a condescending attitude and has no business in a school or professional settings.

On 09/07/06 a copy of the complaint was faxed to Mr. Sodomick to respond, in writing, within 14 days.

On September 8, 2006 Anne Martin, Director of Morgantown Beauty College responded to the complaint. I believe Ms. Waters is referring to 1100 hours in her letter and not 11,000 hours, as we have no program of that length. We track attendance time via sign-in sheets and a computerized "swipe card" system. We do not use student-kept personal records. Attendance detail reports and excuses are kept in each students file. Ms. Waters signed contract has the following standard clause re: unexcused absences. "Students are also responsible for payment of any unexcused time missed without a valid excuse. In addition to regular tuition payments, unexcused make-up time must be paid in full on a monthly basis." I have included enrollment overview including her excused/unexcused history. She has been on probation 6 different months. One of those months was a second offense probation. In between these offenses she improved her attendance enough to get off probation. She was never on probation three consecutive months. As of September 1, she had 322.09 hours unexcused. This equals \$3220.90 in payment for unexcused time according to contract. At this time, we have not insisted on the monthly payment for the unexcused time, so she has no credits towards this debt. By contract it is due immediately, however, it is not unusual for us to allow a student to wait until completion of the program. Often by that time the student is able to make up a majority of that time. On September 5, 2006 the student signed an agreement with her instructor and myself that allowed her to come in on Mondays to help her earn the required time to graduate.

On September 12, 2006 Ms. Waters was mailed a copy of the response for any further comments or rebuttal.

Complaint and comments were reviewed by the Board. The Board found no merit to the complaints and dismissed the complaining.

C10 RECEIVED COMPLAINT 09/12/06 IN AN ADVERTISEMENT

On 09/12/06 Ben Franklin School in Dunbar, advertising enrollment for manicuring night classes.

On 09/13/06 Ms. Conley spoke to night secretary Marlene Walker. I identified myself and asked about the night manicure class. She informed me that they weren't having the class due to lack of interest. I explained to her that the school had to be approved by the State Board of Cosmetology and if they started a class without this approval fines of \$500.00 each would be issued to the school and the instructor. I left a packet with application, laws, etc. for the night class coordinator Tom Owens. She gave me the schools phone # 766-0369 or 766-0370 to speak to Mr. Owen – I got home to late to phone him. Also I left my home phone # and Larry Absten's # at the Board office if Mr. Owens wanted any further information.

C11 RECEIVED COMPLAINT 07/07/06 IN WRITING (GIVEN TO ME 9/22/06-SS)

It was brought to my attention that Hollywood Nails at the Mountaineer Mall – 5000 Greenbag Rd. Space F-17 are doing eyebrow waxing. On Monday July 3, 2006 a customer came into the hair salon that I worked at and wanted a lip wax because she told me that the nail place did her eyebrows but forgot to do her lip. Please have this matter checked into. Thank you, a concerned cosmetologist.

On 07/19/06 inspector Lynda Ware investigated and Tracy (owner) told Lynda Ware she only had a wax machine there for her own purposes. Lynda told her to take it home and there would be no problem. Tracy went on to say she had friends who would ask her for a favor. Lynda told her she would be fined if she did that also. Last warning on drill being dusty or cleaned properly, sanitizer & washing hands between clients.

C12 RECEIVED COMPLAINT 09/14/06 ANONYMOUS CALLER

Anonymous caller reporting unlicensed worker at L.A. Nails in Clarksburg, WV. Caller said his wife had received nail services at this salon several times but last time contracted a fungus on her nails. He said unlicensed worker calls herself Cindy and has worked there for some time. He said she usually works at station 7. Caller was Vietnamese, so complaint is suspect.

Inspector investigated and issued a warning. (No unlicensed workers at time of inspection.)

C13 RECEIVED COMPLAINT 09/22/06 ANONYMOUS CALLER

Anonymous caller said she has seen/received fliers regarding the Shop Zulu, 210 ½ North St. Bluefield, WV, which she states is owned by Coleen Johnson and is due to open October 1, 2006. The caller said she believes Ms. Johnson is hiring a barber from North Carolina and will be hiring a couple of girls from West Virginia who are not licensed yet. Ms. Johnson is not licensed either. I have not received an application for this shop (Cindy). The caller stated there used to be a shop in there before.

Copy of complaint mailed to Ralph Reed 09/22/06.

Mr. Reed investigated and shop was closed by Mr. Reed.

C14 RECEIVED COMPLAINT 09/25/06 ANONYMOUS CALLER

Amanda Hager phoned (her phone #539-1649) she works at the Town Center Mall – she said she stopped all the time by those Natural Sea and Spa people – and her customers complain that they are stopped by them too. She now avoids going past and takes an alternative route. Feel free to call.

Investigated by Mr. Reed. Fines issued to worker and owner.

C15 RECEIVED COMPLAINT 09/20/06 ANONYMOUS CALLER

Caller states that a female customer had to get 3 stitches in her finger. Child in 5th grade that goes to school with her niece did her nails and cut her several times. Caller knows of at least 3 more children working at this shop, Style Nails #11500 Bluefield, WV.

On 09/22/06 inspector Ralph Reed watched this salon and observed an unlicensed operator perform nail (manicuring) services on a decoy that was sent here. I sent the decoy back with a nail I damaged to get it repainted by this operator which the operator repaired the polish on the nail. I did not recognize this operator as an operator which worked at this location. I decided to come back on 09/23/06 to see if I could catch any other unlicensed operators at this shop. I traveled to Style Nails Salon (#11500) today and observed the same unlicensed operator doing a manicure on a customer. I confronted the owner and as I was talking to him (Andrew) the person left. I checked the I.D. of another operator I did not recognize. I asked her for her

identification and she complied. She was licensed but looks quite young and could explain the complainants thinking she was a child. I told the manager to get the person who left back. I then left and talked to J.T. Hawks the chief of security at this mall. During our talk he informed me that he had observed Tommy doing manicures at Style Nails. I asked who Tommy was and he informed me he was the fifteen year old of one of the operators there. I went back to Style Nails and asked if in fact Tommy was allowed to work unlicensed at this shop. The manager said he had allowed Tommy to work there. By this time the person who left (Uyen N. Tran) had come back to the salon. I fined Uyen N. Tran and Tommy Ly for violation of §3-7-2.10 both 1st offenses and I fined Mr. Hoang (Andrew) N. Tran two counts of violating §3-7-2.12 1st offenses.

C16 RECEIVED COMPLAINT 09/29/06 IN WRITING

State Board, there are girls working at Smart Style, 800 Foxcroft Ave., Martinsburg, WV (inside Walmart) that appear to not have their licenses with them or do not have a West Virginia license. They were brought from elsewhere, like Maryland for instance. They were using a co-workers license and she went in and retrieved it from them. There is not one original employee there. Thank You.

Inspector Lynda Ware investigated and fined this shop and supervisor also for allowing this shop to operate with only one cosmetologist and working all others illegal.

C17 RECEIVED COMPLAINT 10/04/06 IN WRITING BY FAX

Complaint received from Marta Ree Tankersley and Marissa K. Tankersley regarding Carver Career Center, Dawn Mahan & Ms. Basham. Marissa is a student at Carver Beauty Academy and her mother Marta Tankersley has authority to right on her behalf. Personnel are not cooperative and keep records in a questionable manner. A) Dec. 05 Marissa was sick all month and several telephone calls were made to get a medical leave. All attempts failed. B) March 06 Marissa had surgery and was to be on medical leave 1 week (Dr.'s excuse presented). She attempted to attend anyway resulting in poor incision healing and another week requested absent per physician. Again a Dr.'s excuse was presented via fax (Dr. Bruce Horswell). At this time Marissa was advised to "freeze" her hours and return at the fall term. C) Sept. 06 Marissa had sinusitis and was under a physician's care including antibiotic treatment. Her Dr.'s excuse was presented. (Dr. Randall Peterson). She attended on day that was listed as excused. D) Oct. 3, 06 Mrs. Mahan terminated Marissa's education for excessive absences and the physician excuse was irrelevant. She further stated that a letter of warning had been sent as a courtesy and receipt of that letter was also irrelevant. E) Marissa received the enclosed letter October 3, 2006. Please note the date of the letter being March 24, 2006. Also note the postmarked envelope. F) Connie Basham was asked and agreed to mail an invoice for monthly amounts due to Marissa's grandmother. She admitted via telephone Oct. 2 that she had failed to do the above. She was also contacted 4 times to send proof of enrollment for insurance purposes (telephone/message/fax). She has not responded to requests as of 10:30 a.m. October 4, 2006. G) Rumors are sometimes false and malicious. With that in mind – please note that illegal drug use has been discussed by students. P.S. (I would like to see all Marissa's time cards and I need transcripts).

On October 4, 2006 Linda Johnson from Carver Beauty came into the Board office and picked up a copy of the complaints, they have 14 days to respond.

On October 5, 2006 a letter of enrollment was faxed to Marta Tankersley and she asked that

the last four digits of Marissa's social security number be corrected. It was forwarded to the Board.

On 10/13/06 a response was faxed from Carver. Marissa Tankersley was terminated from the Cosmetology program due to absences. She enrolled in August 2005 and was a student here until April 2006. During this time Marissa was absent 17 days and this is the limit for all cosmetology students. Rather than being terminated at that time she expressed to Mrs. Mahon, our school vice principal that she had suffered with several illnesses and that she hoped that she would be well enough to return to the program in August 2006, after summer break. She then left Carver from April 2006 to August 2006. Ms. Tankersley returned to the program August 1, 2006 and was placed on an attendance contract, and was allowed eleven absences and well aware that she would be terminated if she were to exceed the allowed days.

This is in accordance with our attendance policy, which you will find copies enclosed, as well as the attendance contract Marissa signed. We have no knowledge of a request for a medical leave in December and at that time Marissa had missed 9 days and 5 tardies, and there is no evidence that Marissa requested a medical leave at that time. From August 1, 2006 to October 3, 2006 Marissa was absent 12 days and 5 tardies. She was terminated due to absences.

A copy of the response was mailed to Marta Tankersley on 10/13/06.

C18 RECEIVED COMPLAINT 10/04/06 BY TELEPHONE

It has been reported that the owner of Jus Teazin #14096, Jodie Greenfield #35758 has recruited unlicensed cosmetologists who are still students to help in her shop this Saturday, 10/07/06 as there are several homecomings and she has only two working in her shop. One girl was said to be told she could make \$200.00. These girls supposedly are still students in beauty college.

Mailed a copy of the complaint to inspector Lynda Ware on 10/04/06.

Ms. Greenfield called 10/04/06 at 2:40 p.m. Stated no students were working other than graduates on a legal work permit. Mary Kay consultants would be applying make-up and giving free samples which is permitted under the law. She stated complaint was probably from two girls who were terminated. Director of school was also contacted and issued warning and consequences of working outside the school. Larry W. Absten.

C19 RECEIVED COMPLAINT 10/05/06 BY TELEPHONE

Complaint by Kelly Griffith owner of the Blue Roo Boutique in Beckley, WV. In telephone conversation with Ms. Griffith she stated that the Barber shop owned by Ralph Hartsog which shared building with her boutique, had no running water no working bathroom and was using a "slop jar" for his personal convenience. She stated that numerous dead rats were about the property and the odor was overwhelming. Information was given to Mr. Ralph Reed, Inspector for the Board.

Public Works intervened and the inspector went there and closed shop. On 10/05/06 a letter was mailed to him from the Board office letting him know his shop was officially closed and was advised that the shop could not be re-opened until the problems were corrected and he received approval from the Board.

C20 RECEIVED COMPLAINT 10/11/06 BY TELEPHONE

It has been anonymously reported that Hollywood Nails #14359 in Beckley, WV has at least 2 or 3 unlicensed nail tech working in the above shop who have come from California. The caller said they cannot speak much English and they work on Friday evenings after 5pm and on weekends.

Mailed copy of complaint to inspector Ralph Reed on 10/11/06.

Mr. Reed investigated. All workers legal at time of inspection.

C21 RECEIVED COMPLAINT 10/11/06 BY TELEPHONE

Complaint from Christi Hubbard, student at Mercer County Vo-Tech. Ms. Hubbard stated that she had a fever of 104 degrees had been diagnosed by her doctor as having strep throat and the administration of the school was refusing to let her go home and in fact was requiring her to work on patrons. I spoke with Mr. Castle the current manager of the cosmetology department and he repeatedly stated that she had missed so much school that she was on the verge of termination if she missed anymore school. I stated that this was a health issue which took precedence over the attendance issue. Mr. Castle said that he understood but continue to refer to the attendance issues. I then asked to speak with the principal who could not be located so I asked that the principal return my call. The call was never returned. Therefore, I am giving this complaint to Mr. Reed for further investigation. Larry W. Absten, Director.

C22 RECEIVED COMPLAINT 10/13/06 BY TELEPHONE

It has been reported that Carolyn S. Smith #27166 has quit her job and was doing hair in her home previously but now is going to the homes of her clients who are able to go to a shop for this service.

Mailed copy of the complaint in Inspector Barbara Conley on 10/13/06.

Ms. Conley investigated and warned Ms. Smith of penalties if allegations are true.

C23 RECEIVED COMPLAINT 10/25/06 IN WRITING

Shannon Davis is a student at the Huntington School of Beauty Culture and she has a complaint about her teacher Ronald Harvey and three other students. She states they ruined her hair and she wants them all revoked.

On 10/25/06 Ms. Belvin was mailed a copy of the complaint and has 14 days to respond.

The Board reviewed the complaint and response by school faculty. The Board dismissed the complaint.

C24 RECEIVED COMPLAINT 11/01/06 IN WRITING

This is an ad I went by my hair is this length so I made my appointment about 2 months ago. The hairdresser Julie said my hair didn't have enough elasticity the owner Pauline checked and said I did so she cut it. It did nothing no wave or curl nothing. So I went back a second time for what the owner calls kindergarten. I fixed one side Julie the other nothing happened she said the owner would call me about a refund. The owner offered me a perm I said that's not what I

wanted. I requested a \$65.00 refund she has not returned my calls. The hairdresser told me after the cut she didn't have a full certification in the helix cut yet. Which should have been disclosed before the cut. This has been a terrible situation. I would appreciate it if you could help me secure a refund of \$65.00. Teresa A. Shultz, P.O. Box 9131, So. Charleston, WV 25309.

On November 6, 2006 we received a letter from Pauline Brooks. Teresa Schultz came in expecting a tighter curl from a Helix cut than she would get from a perm. From the very beginning, we explained to her that a Helix cut would give her a body wave, not a tight curl. I now know she did not really understand what we were trying to tell her. We offered to give Teresa a perm at no cost, she said she would have to think about it. Two weeks later, she sent a letter demanding her money back. On October 30, I mailed her a check.

On 11/01/06 a copy of the complaint was mailed to Ms. Brooks and she has 14 days to respond.

Ms. Brooks issued a check for the services charged to Ms. Schultz.

C25 RECEIVED COMPLAINT 11/08/06 IN WRITING (BY EMAIL)

Pro Nails on Stafford Drive in Princeton, WV needs a thorough inspection possibly by one or more inspectors. A friend of mine said that she went there to have her nails done about a year ago and the girl named Michelle was working without a license. An inspector came in and wrote her up. My friend said that after the inspector left the girl who was working, Michelle started saying awful things about him. Later that evening my friend stopped by to pick up some polish and the girl was doing nails again after the inspector wrote her up. Another friend of mine said that Michelle was doing her nails and cut her with a drill so badly she bled. Michelle then proceeded to use the same drill bit on the next customer without cleaning it. I have personally noticed that their footbath does not look sanitary and they use the same pumice stone and files on everyone that comes in. Also, they use their drill bits over and over without cleaning them. I don't think their stations or anything in this nail salon looks clean. The best time to check this salon out is in the middle of the week as late in the evening as possible. Another friend of mine believes she picked up a fungus in her toenails at this salon. This salon is very popular. Please check it out. I believe it is serious health hazard to my community.

Mr. Reed found all workers to be licensed. He issued warning regarding proper sanitation procedures.

C26 RECEIVED COMPLAINT 11/20/06 IN WRITING

Anonymous complaint states that there is an employee at the Origin Spa performing services on an expired license. Her name is Margaret, nickname "MiMi", she works Wednesday, Friday, Saturday and Sunday.

Investigation found complaint was without merit.

C27 RECEIVED COMPLAINT 11/27/06 IN WRITING

From a concerned citizen. RE: Novella Salon, 2269 Market St. Wheeling, WV owner/operator Kimber Anders, employing a non-licensed beautician. On two separate occasions, Sept. 23, 2006 and Oct. 14, 2006, I witnessed Kimber Anders and Jason Yoho performing hair services

on customers. I know for a fact that Kimber employed and paid Jason for his services. Jason has never attended a WV Cosmetology school or is he licensed in the state to perform his services. Jason is employed as a waiter at Red Lobster in St. Clairsville, Ohio.

Inspector found all workers currently licensed. Owner denied she had ever employed unlicensed workers.

C28 RECEIVED COMPLAINT 12/11/06 IN WRITING

As of around 4 years ago when Shear Perfection in Benwood, WV closed Brenda Vallani has been running the business out of her basement. I do not believe she has a license, a shop license, pays taxes or pays any city taxes. I believe she only operates on Fridays and has a family member standing outside of the building at all times. She has a steady flow of customers all day long.

On 12/22/06 inspector Ferrell went to Benwood and walked up then back on the 500 block, a fellow stopped and inquired was I looking for someone or someplace. The inspector said "Brenda" and that she had an appointment with her. The inspector explained to her there had been anonymous complaints. She was being investigated the indications looked as if she was guilty of illegally operating a shop without licenses. Brenda said she only did relatives. The inspector then asked why did Kenny take her to the shop. Inspector explained to her that she could do no ones hair without a shop license and that if she continued she would be fined by the Board. Left with Kenny a copy of the rules and regulations and a shop opening application.

Ms. Vallani opened licensed shop 1/12/07.

C29 RECEIVED COMPLAINT 12/13/06 IN WRITING

From a concerned citizen. Ms. Peelish is operating a salon in her home without a license, business or cosmetologist. At first I felt I should mind my own business. But it bothers me that she takes advantage of old people that think she is the real thing. Also I feel she is unprofessional – she makes mean comments about people's personal lives and even children from the school she has taught in the past. She does hair every Friday. (Delilah K. Peelish, aka: Kay Peelish, 211 Shady View Lane, Shady Springs, WV 25918.

Investigation revealed the complaint was without merit.

C30 RECEIVED COMPLAINT 12/18/07 IN WRITING BY EMAIL

Lori Sanders, less than two weeks ago I was at the new salon, Visions at 12th St. in Parkersburg, WV. I have long hair and setting under on the driers waiting for my foils to take effect when all of a sudden the top forward section of my hair was sucked up into the drier clear to my scalp to the point to where I actually raised off of my seat to try and release some of the tension. The only person I could see in the shop was the lady sitting under the drier beside me so the only way to free myself was to break the hair. Not knowing what to do I slid down in my seat hoping for a beautician to appear and less than a minute passed when a large back section was sucked in the same manner up into the back of the drier. It was too large of a section for me to maneuver, so I screamed for by beautician. She came turned off the machine and preceded to break me free by breaking large sections of my hair. She suggested that it was such a vast amount that if she were to cut it, it would be way to obvious. When I was freed there was enough hair hanging from the drier for a small child. Upon leaving the lady Teresa,

who had did my foils suggested that I call back later that day and talk to Cindy. She said the beauticians in the shop had told Cindy of the problem and that new driers needed to be purchased and that she had not listened but may listen to a customer. On 12/19/06 a copy of the complaint was forwarded to Cindy for her response within 14 days.

On 12/22/07 the owner Cindy of Visions responded by saying her staff is booth renters and have been advised to bag long hair. This letter is to the extreme only a couple of strands got caught in the top holes of the dryer (and stylist told client her hair was fine) This client sent me a letter but no return address or phone # to contact them. But I do recall her first visit at the salon. She came in with an attitude that progressed. Very demanding to my stylist to the point my stylist was in fear to do her hair. We have had not other problems with the dryers. Her highlights done the first go round were fine, but she insisted on putting more in. A copy of Cindy's response was mailed to Ms. Sanders for any comments or rebuttal.

Board reviewed complaint and response also investigation by Board inspector. The Board's decision was to dismiss the complaint.

C31 RECEIVED COMPLAINT 12/20/07 IN WRITING BY EMAIL

Received a lengthy 8 page typed complaint from Cathy Maas.

Cathy Maas went to Sharp & Sassy Glamour Gallery on 09/09/06 to have her hair colored in preparation for Ultratress adhesive hair extensions. The colorist was Katie Harner. Please understand I have no problems with Katie or the coloring I received. I received brown undertones with blonde highlights. The coloring was beautiful. No problem there. At that time Stephanie Ward came into the shop to match swatches for hair extensions to the coloring Katie had done. We had agreed that I would purchase 2 boxes of Ultratress hair, 1 box blonde and box brown, each 14 inches long and the cost of \$550.00. In addition I was told that I would need to purchase the set of special shampoo, conditioner, leave in conditioner, hairspray and hairbrush for \$55.00. Several times she returned to get her hair colored, extensions put in, some extensions fell out, found out extensions were not re-usable. The lengthy complaint is in the complaint file and she is just really upset that she was not told all about the hair extensions, the cost and she believes that she did not get to use all the hair extensions that she paid for.

On 01/07/07 Monica Del Gatto faxed a info sheet from Ultratress regarding Stephanie Ward. We do not recommend the Ultratress II product be reused. We at Ultratress are aware that some stylists choose to reuse the extension hair, and in doing so have experience the following. Extension hair does not get the natural oils from the scalp, and after a wearing period of two to three months the hair may become very dry and unmanageable. The medically graded tape is applied at our factory, you will not be able to get the tape reapplied as secure as the original and this has caused the extension hair to slip out of the clients' hair. Preparing the hair for re-use is labor intensive, therefore the cost of reapplication of the extension hair will be the same or higher then applying brand new hair. Ultratress will not guarantee/warrantee the Ultratress extensions to be a reusable product.

On 01/08/07 Ms. Maas responded my rebuttal isonce again Stephanie is side-stepping the real issue. While I do not agree with the fact that she chooses not to reuse the hair extensions, causing customers to pay for new hair each and every time they have to be re-done or touched up, that is not the point of my complaint. I do have a problem with the fact that she did not tell me upfront that this was her choice. Still it is not the issue of my complaint. My complaint was and still is this...I ordered and paid for 2 boxes of hair, 1 box and brown and 1 box of blonde.

Stephanie DID NOT use all of these two boxes of hair on my head and DID NOT give me the unused hair. I do not know what happened to the remainder of the hair I purchased but it should have been given to me as I paid for it in full.

On 01/18/07 Ms. Maas sent a three page letter stating that she did not wish to pursue the matter any further.

C32 RECEIVED COMPLAINT 12/27/06 IN WRITING

While inspecting Smith's Hair Styling Jane A. Smith complaint in inspector Helen Ferrell that Nikki Evans that works at Cameron Nursing & Rehabilitation Center, Nikki rents booth and does hairstyling there. Jane said that Nikki and her sister were doing hair out of their mobile home. Inspector Ferrell spoke with Nikki while inspecting Cameron Nursing & Rehabilitation Salon and told her that there had been a complaint that she and her sister was doing hair in their home. Nikki did not say that they were or were not. Nikki also was told by me that if this was true and she got caught there would be several fines that she and her sister would have to pay. Inspector recommended Nikki open a shop and gave her a shop opening application. Nikki accepted the application and said there was a good possibility that she would open a shop.

C33 RECEIVED COMPLAINT 01/03/07 IN WRITING BY EMAIL

Email by Mrs. Kelley Nguyen – I would like to know the reasons why a cosmetologist, a barber or an aesthetician can obtain a license by reciprocity but not a nail technician. Please explain in details of how the law can come up to something like this, thanks and God bless 56024.

Letter of explanation was sent to Ms. Nguyen and to the Governor's office. (Ms. Nguyen also filed a complaint with the Governor.)

C34 RECEIVED COMPLAINT 01/05/07 BY TELEPHONE

Joniesha Johnson phoned State Board office wanted someone to see her scalp today. Joniesha went to Don Juan's Barber/Beauty Salon #13184 in Institute on 12/14/06 and Kachake Medcalf #34644 did an updo on her. The next day 12/15/06 her scalp began itching. That evening she had her mother take the updo down and her hair was falling out then a sore and infection developed. Inspector Barbara Conley went to Joniesha Johnson's home 204 9th Ave. So. Charleston she told me of the above event and showed me her scalp. I tried to take a picture (attached) not very clear. She said she had been to the doctor and he said it was probably caused by unsanitary bobbi pins. There were 2 places on her scalp about one inch long and 1/8 inch wide. There was no moist lesion. The lesions were healing with some yellowish color. She said the doctor had made an appointment for her with a skin doctor for 01/11/07. I left her a complaint form and told her to fill it out and attach doctor's reports and pictures she said she had taken with digital camera. As of 01/25/07 the State Board office has not received a complaint from Joniesha Johnson. On 01/25/07 inspector Conley went to Don Juan's Salon and spoke to Kachaka Medcalf. I told her of the complaint. She said she and Joniesha had made arrangements to handle the problem. She said Joniesha is pregnant and can't take any medications. So Kachaka is having Joniesha come into the salon weekly for styling and conditioning. Said everything is fine that Joniesha was even at a baby shower for sister this week.

C35 RECEIVED COMPLAINT 02/08/07 IN WRITING

Lisa Everhart, I'm writing this complaint in reference to a shop I was working in for 3 months.

Shop name is Jus Teazin #14096, owner is Jodie Greenfield. Owner is taking 50% commission and telling everyone they have to get a business license. She is not taking any taxes out. Everyone there has quit, Jodie kept most of everyone's supplies and apparently she has personal issued. The complaint is 3 pages long and in the complaint file.

The Board of Barbers and Cosmetologists has reviewed your complaint regarding our former place of employment, "Jus Teazin." The Board also reviewed a report on the complaint from Ms. Ware, Inspector for the Board. The Board's decision was to dismiss the complaint as the majority of the complaint was a personal dispute between you and the salon owner. The other allegations, also not within the Board's jurisdiction, will be referred to the proper authorities.

C36 RECEIVED COMPLAINT 02/15/07 IN WRITING (BY FAX)

Brenda Yeager, I am writing this complaint because of a horrible experience I had with a hair dresser at Smart Style in Wal-Mart at 550 Emily Dr. in Clarksburg, WV. Her name was Teresa Yardley, no sure of her last name but I seen it on her mirror and I think that was it. (She faxed a lengthy 2 page typed complaint) I called for an appointment on February 8, 2007 at 4:00 p.m. I asked if they knew what the girls name was that cut my friends hair because she did not remember her name, I described what she looked like and what station she was working at. They said it had to be one of 2 girls. I asked if they made a card on her and could they look and see who it was. They said yes it was wrote down what she done to it but not signed and it was Teresa's writing, just to come in at 5:00 and she would be at work at that time so I did. I explained to her what I wanted, it was very light around the front of my face and I wanted it darkened up to match the sides of my hair and the back at my scalp was dark and I wanted it lighted up and then everything blended just so it did not look like it was bleached out all over one sided color. In short, my hair came out way to dark with green ends, another lady came over and looked threw my hair and said put big highlights in it. I asked her is my hair going to have dark roots and brown streaks? Well the only other thing to do is bleach it out and start over. They applied different things to my hair and went around the corner and left me sitting there, I was so cold and had been sitting there 2 hours by that time with wet hair, she came over an checked my hair and I said it is really burning and she said it does that a little bit at first, the next time she came over I told her it was really really burning and the manager came over and said that's why I told her to put the highlights in it, I did not want you to get a chemical burn and the only thing to do is rinse it off. We both got into a disagreement and I left without letting her dry my hair. I was so embarrassed, I went to a girlfriend's house and she took pictures. I have never been treated so bad before in all my life and I am 51 years old.

On 04/24/07 a copy of the complaint was mailed to the manager at Smart Style for a response within 14 days.

Complaint and response was reviewed by the Board. The Board's decision was to dismiss the complaint.

C37 RECEIVED COMPLAINT 03/12/07 IN WRITING (BY EMAIL)

Marc Harman with the West Virginia Board of Dental Examiners sent an email to Larry Absten RE: City Slickers, Beckley, WV. It has come to the attention of the West Virginia Board of Dental Examiners that the Beauticians at City Slickers, a beauty salon located at 720 Johnstown Rd. in Beckley, WV, are practicing outside their scope of practice performing cosmetic tooth whitening. The Dental Practice Act §30-4-1 et seq. states that a license is

required to practice as a dentist or dental hygienist in the State of West Virginia in order to protect the public health and safety. Enclosed for your review is a copy of a brochure for Beyond White Spa Professional Cosmetic Teeth Whitening, which was obtained directly by visiting the City Slickers salon. The West Virginia Board of Dental Examiners respectfully requests you investigate this matter and take the appropriate actions.

On 3/26/07 we received a response from City Slickers/Karen Trent and Angela Crook. When this matter was initially brought to our attention in December, via a photocopy of a letter to you dated September 15, 2006 from the Dental Board, we ceased assisting or aiding customers in the application of the Beyond White product. We do not retail the Beyond White product to customers and provide them the option to use the product at our salon with the light system. Any application of the Beyond White bleaching agent is only done by the purchaser. The Beyond White bleaching agent is a 10% solution, which is available over the counter. If that we are no longer assisting with the application of the bleaching agent we do not feel that we are violating §30-4-1 of the Dental Act Practice.

A copy of both letters were mailed to the Assistant General Attorney for her opinion.

On May 7, 2007 we received a memorandum from the Assistant Attorney General. This is in response to your inquiry as described in your letter of April 4, 2007. As I understand the circumstances, a facility regulated by the West Virginia Board of Barbers and Cosmetologists, City Slickers, was the subject of a complaint by the West Virginia Board of Dental Examiners dated March 12, 2007. The basis of the complaint was that City Slickers, a beauty salon located in Beckley, was exceeding the scope of their authorized practice by performing cosmetic teeth whitening. The trade name of the product they employ is Beyond White Spa Professional Cosmetic Teeth Whitening. The promotional material available from the Beyond White website (www.beyongwhitespsa.com) described the product as a "whitening system [that] uses the most advanced and innovative technology and materials to whiten your teeth..." The information also asserts that [o]ur special, whitening accelerator lamps speeds up the entire process..." The Beyond White website goes on to say that "[t]he dental community has used these ingredients in performing teeth whitening for years" and that the "White Spa System uses the same technology as is used in dental offices for power whitening..." I am also advised that the salon then rents the "special, whitening accelerator lamp" to the customer. Assuming that these claims are accurate, one can reasonably conclude as follows: 1. That the "most advanced and innovative technology" is an integral and necessary element of the treatment; 2. That the treatment employs the same ingredients as used by the dental community; and 3. That the "special, whitening accelerator lamps speeds up the entire process." The significance of the foregoing assumptions is two-fold: 1) that the technology employed is essentially the same as that of the dental community and 2) that the lamp is a necessary part of treatment. By letter of March 22, 2007 the cosmetologists responded by reporting that they no longer assisted their customers in the application of the Beyond White product, but only sell the product and give the customer the "option to use the product at our salon with the light system." However, based upon the promotional materials, the light system (lamp) appears to be an integral and necessary part of the whitening process, and does not appear to be an "option." It appears that the "rental" of the lamp ("special, whitening accelerator lamp") and the "retailing" of the product is merely an attempt to avoid the purview of West Virginia Code §30-4-1. However, the lamp and the product are, in fact, the service rendered, since the service rendered is the whitening of teeth, not merely delivery of the product and the rental of a lamp. An additional issue is whether the use of such process by City Slickers exceeds the scope of their practice. The West Virginia Code of State Regulations contains the following definition that applies to this inquiry: "Aesthetician" means any person who engages in the practice and use of cosmetic

preparations, make-ups, antiseptics, tonics, lotions, creams, chemical preparation, or otherwise with hands or mechanical or electrical apparatus or appliances or who massages, cleanses, stimulates, manipulate, exercises, beautifies, grooms or performs similar work to the face, neck, arms and hands.” Under the circumstances, it appears that the application of the tooth whitening process described herein exceeds the scope of the authorized practice of the cosmetologists. Accordingly, it is my opinion that the cosmetic teeth whitening service performed by City Slickers does, in fact, violate the provisions of the Dental Practice Act.

The Board asked the salon to cease and desist dental treatments.

C38 RECEIVED A COMPLAINT – HEATHER BECKETT – A MANICURE STUDENT AT THE CHARLESTON SCHOOL OF BEAUTY CULTURE DOING NAILS (UNLICENSED) AT PERFECT NAILS #13891 IN HURRICANE AFTER 3:00 P.M. EACH DAY.

Inspector Barbara Conley went to Perfect Nails at 4:45 – Heather Beckett was present but not doing any services. She was working at the reception desk. I spoke to her and the owner Cindy McCallister. They both said she had only painted some nails for Cindy during rush times. I told both of them that Heather couldn’t touch any clients. I gave both a warning. Told Heather if she continued she would be jeopardizing any future license and would receive a fine. Told Cindy she would be fined \$500.00 if Heather continued doing nails.

C39 RECEIVED COMPLAINT 03/14/2007 IN WRITING

Approximately two weeks ago I went to “Styled and Pampered”(013100) salon and received a facial by Amanda Guthrie, which caused a severe break out. After speaking with some friends who are customers of said salon I was made aware that Ms. Guthrie, is practicing without a license. It was also brought to my attention that the owner of a salon is Ms.Guthrie’s mother-in-law and is aware and allows Ms. Guthrie to practice without a license. Ms. Guthrie is being paid for services. It is my opinion that this situation should be investigated. Thank you for your prompt attention in this matter. Concerned customer.

On 03/23/07 inspector Lynda Ware went to salon Manager, said Ms. Guthrie has had a work permit and it ran out the only thing she has done in the Salon is permanent make –up around the eyes and lips she had training in that she need to take her test over. I left a warning she not to do any services.

C40 RECEIVED COMPLAINT 03/16/07 IN WRITING

The following is a concise case history of my problems with the Charleston School of Beauty Culture – the following injuries happened to me on the 13th day of July 2006.

- A) Cervical Sprain
- B) Post concussion stress syndrome
- C) Unable to stand on my feet for more than the maximum of 15 minutes at a time
- D) Panic attacks that have worsened daily

All four of the above injuries happened to me due to my fall because of a broken stair railing at the school listed above. The school officials said it was due to past injuries and this has caused my family and I nothing but emotional, physical, and financial hardship ever since that day, I would have had enough hours without the hours they misplaced to graduate if this was not the case. I was suppose to have a room available to me that was agreed upon with Judy Hall,

Aaron Toppings WV Rehab and Worker's Comp. which was taken away as soon as the school found out I was seeking to pursue legal action from my fall they refused the classroom to me. They said I did not have any hours on their time sheet for seven weeks after showing this to an Instructor Mrs. Williams she said she did not know why my name was left off the time sheets for seven weeks in a row and I would just have to go with what the school said, no matter about the records I have kept from day one at the school, I wonder how many \$40.00 a day they have took from students not capable of keeping their time and don't you think that \$40.00 a day is unbelievable check the other schools in your state. This is a lengthy letter from Jeffrey Lambert – He forwarded a copy of this letter to Senator Byrd's office, Delegates Jeff Eldredge and Ted Ellis, Senator Earl Ray Tomblin and Senator Nick Rahall.

A copy of the complaint was mailed to inspector Barbara Conley on March 16, 2007.

On April 10, 2007 we received a lengthy response from Judy Hall. Jeffrey Lambert enrolled on school and began classes on October 18, 2005. He enrolled under Worker's Compensation and Vocational Rehabilitation. On March 6, 2007 he came to the office and asked if I had had a chance to check on (3) hours he was off. Since he did not know the exact date, I allowed him to sit at the secretary's desk with the time book. I told him to write down the date of the weeks that he had previously circled, and I would check to see if these hours had been corrected prior to posting. That would give us date to check on. Ms. Williams walked in the office and found Jeff circling days in the time book when he wasn't in school so she set in the same office so he could not continue to circle all of these days. This was also observed by Wanda Carter. When Jeff left he asked if we would have the hours checked by the next day, and we told him yes. When we started checking these days, we found that there were excuses in his file for these days he had circled and that he was actually absent. I also checked his shop hours time, and found that the date had been changed in pencil. The sheet said January 14, 2007; however, when I used the eraser, the date was actually January 7, 2007. Since both of these dates were Sundays, I proceeded to call Donald Lee Brumfield, whose name appeared on the sheet. He said Jeff was not in the shop for 8 hours, and that he came to visit twice: once to have lunch with him, and once to meet another graduate for lunch. He said he asked him if he worked on Sundays, he replied that he only worked Tuesdays and Thursdays. I then sent Jeff a letter telling him these hours had not been allowed. Jeff's time was correct. We copied his time cards, his time sheets to Workers Comp and to the Rehab Center. Jeff had signed all of these time sheets. As to the statement about his time being lost due to Stephen Hall's girlfriend, I will remind the Board that Toni has not entered students time since her first surgery in 2002 because of the effect it had on her eyesight. As to the innuendos about her being sent home because of drug use, there is no valid basis for this statement. Jeff made a statement to Stephen Hall of March 7, 2007 something to the order of " I wonder if the Attorney General would be interested in people cashing checks without the right Social Security number on it." We have no idea what he is talking about. I will assume from his letter that he was referring to Travis Campbell from the statement in his letter. Travis Campbell's financial aid should be no concern to anyone but Travis, but feel free to call him. We never put social security numbers on checks. On March 8, 2007 we received a cal from Delegate Jeff Eldridge, Lincoln County, regarding seven weeks of school that he had not been given credit for and we informed him that we would look into it. On March 8, 2007 I placed a call to Jeff's rehab counselor, Aaron Topping, and informed him we needed to have a meeting with Jeff with him to present to over his hours, and to resolve the issued with the allegations Jeff was making. We set up an appt. for March 12, 2007. Monday morning March 12, 2007 I received a call from Aaron Topping stating the Jeff had called him and said he had been advised by council not to attend any meeting without him present. Mr. Topping then said he would close Jeff Lambert's case out because the time had lapsed for his time with Vocations Rehabilitation. On March 21, 2007 I

received a 32 page report from Aaron Topping recording every meeting and conversation he had had with Jeff since August 12, 2004. I am forwarding a copy with this response. Please note there was never an unresolved problem with the school. The school was requested to make an area available for Jeff when he had panic attacks. I told Jeff he should come to the teachers office so that we could monitor him if he needed help. He did not want to do this. I then made the second floor facial room available to him. We found drug paraphernalia in the second floor facial room, and a decision was to lock this room, and to only open if for a facial. The statement about not having a master barber instructor on the floor while students are cutting hair is also invalid. There is always someone on the floor. (A copy of this lengthy letter is on file)

On May 2, 2007 a copy of her response was mailed to Mr. Lambert for any response or rebuttal.

On May 9, 2007 a letter was mailed to Jeffrey Lambert – The West Virginia Board of Barbers and Cosmetologists has reviewed your complaint regarding the Charleston School of Barbering and Beauty Culture. They have also reviewed the response by Ms. Hall and her staff. The Board's decision was to dismiss the complaint as the majority of the complaint was not within the jurisdiction of the Board. Ms. Hall has satisfactorily responded to those areas that were within the Board's jurisdiction. The majority of your complaint would be under the jurisdiction of workers compensation or possibly the U.S. Dept. of Education, if you have any concrete proof of the alleged mishandling of Federal Funds.

C41 RECEIVED COMPLAINT 03/19/07 BY TELEPHONE

Anonymous caller stated Totally You Beauty Salon on 4th Ave. in Huntington, WV was filthy and people were smoking in the salon – she got absolutely sick.

Mailed copy of the complaint to inspector Barbara Conley on 03/20/07.

On 3/22/07 Barbara Conley says yesterday 3/21/07 I was at Totally You Beauty Salon just starting my inspection when an inspector from the Health Dept. came in to speak to the owner about the same complaint which was filed with them. I introduced myself to her and she told me she had told the complainant to phone the State Board office also. If you check yesterday's inspection sheets 3/21/07 you will see it was a poor inspection. The Health Dept. inspector gave her 10 days to come into compliance. I thought I would wait approximately 10 days and inspect again and tell the owner Karen Gartin of the complaint.

On 03/21/2007 inspector Barbara Conley was at Totally You for a regular inspection (above) and the Health Inspector was there. The Health Inspector told the owner Karen Gartin of the complaint and what she expected of Karen. I proceeded with my inspection and wrote Karen up for four cleanliness infractions. Then I got our complaint through the mail on 3/22/07. I returned today 04/05/07 and told Karen we had also received the complaint. I then inspected the shop again and she had corrected all 4 infractions of previous visit. This time as you can see on the inspection report, she needs neck strips and also to renew her cosmetology license.

C42 RECEIVED COMPLAINT 03/19/07 IN WRITING BY FAX

My mother and myself (Amy Roby) were customers at Nail City at the Grand Central Mall in Vienna, WV (#14269) on 3/16/07. We had a pedicure and a manicure. After the nail tech had cut my mom's cuticle on her foot her right big to was bleeding the nail tech then used a pumice

stone and nail brush on her feet and leg (my nail tech also cut my big toe (left) when she was cutting my cuticles. After my mom's nail tech finished with the pumice stone and nail brush she placed them in a plastic cup that was on a supply cart between us – My nail tech then grabbed the same nail brush and pumice stone from the cup and started to use them on me – I then told her that she had grabbed the dirty equipment (I assumed it was an accident because there was a second nail brush and pumice stone in the cup) She and the other nail tech acted like they could not understand what I was saying then after a few minutes my mom's nail tech stated that she had rinsed them off in the water from around our feet. After my nail tech was done the stone brush she placed them in the cup for a few minutes while she put lotion on my legs she then removed all brushed and stones from the cup and poured the water from the cup over my feet and then replaced the equipment covered it with a towel – she then used the whole set up on the next customer - Also after my tech cut my cuticle on my feet she used the same trimmer on my fingernails without cleaning them. I paid with debit VISA tech was #7 on receipt – last name was LAM.

On 3/20/07 mailed a copy of the complaint to inspector Lamona Casto.

Lamona Casto went to the shop on 03/27/07. I talked with Ivy Nguyen (owner of Nail Citi) and Sarah Nguyen about the complaint. I told them everything that was in the letter. Of course, they would not admit that this happened. The only thing I could do was emphasize the importance of proper sterilization. Everything appeared very clean today. However, they were not busy.

C43 RECEIVED COMPLAINT 01/25/07 IN THE OFFICE

Myra K. Turlin license #027844 is operating a shop at her home and performing services that are covered by WV Code. Also, former employer stated that UPS had delivered packages to Ms. Turlin from Annedies Supply Co. a beauty wholesaler.

I (Ralph Reed) went to the wholesaler and asked to see the records of Lynn's Cutting Edge and accounts of Kay Turlin. Invoice #A27243 was in the records of Lynn's Cutting Edge but had Kay Turlin's name and address on the "bill to" and "ship to" categories. I asked the owner of Annedie Beauty Equipment Wholesale to review the accounts of Ms. Turlin and she said that she would comply with my request with a court order. I believe this information could be material to my investigation and we should ask the Kanawha County Prosecutors' office for assistance.

C44 RECEIVED COMPLAINT 04/10/07 IN WRITING (BY EMAIL)

Received a written complaint from Sally Stewart regarding The Beckley Beauty Academy. Sally Stewart – I would like to bring to your attention the deplorable conditions at Beckley Beauty Academy where I am currently enrolled in the manicuring course. She has many complaints, the Director Roberta Saunders made a racist comment to her about parking, her comment was that the black people in Beckley were afraid to come out during the day anyway. The situation got worse on a daily basis. Other students were allowed to sit and curse and talk pure filth in front of client. The dispensary has food in it, I have gotten "clean" foot files with visible debris on the abrasive surface. I have been taught to do one acrylic nail. I have repeatedly asked for help but my instructor, Jennifer Spade told me I would learn through practice. Almost everytime I look for Ms. Spade she is outside smoking. Students cheat in class. School is a total chaos. The instructors are more concerned with smoking than teaching. They condone cheating and violence.

On 04/11/07 a copy of the complaint was mailed to Roberta Saunders, she has 14 days to reply.

On May 2, 2007 we received a response from Ms. Saunders. This is a response to the letter of complaint dated 04/11/07. I would like to address the comment about cursing in front of clients. No complaints have been made by clients, and no evidence has been presented, nor has any instructor heard the alleged profanity. The statement regarding cheating in the class room was immediately resolved by providing separate tests to the students. In regard to the discrimination against Sally Stewart, she refused a client and she was dismissed from school, which is clearly stated in the brochure. There was no loud voices, cursing, or rudeness. She was politely told, "If you cannot do this customer, you will have to leave now." The complaint form was submitted on March 24, 2007. Sally Stewart was present only 68 ½ hours between March 24th and April 21st for the problem to be addressed. There was a possible 136 during this time. The threats of violence were brought on by Sally Stewart on April 5, 2007 according to the witnesses that were present. I was in class during the altercation. It was handled properly and document. Sally Stewart continued to pursue it. Sally Stewart approached me on April 10, 2007 regarding a conference with the other student again. I brought the students into the office with a witness and no profanity was used during this conference. No person screamed at Sally Stewart during the conference. Other comments made within this complaint have been fabricated and embellished.

On May 3, 2007 a copy of the response was mailed to Sally Stewart for any comments or rebuttal.

Board reviewed the complaint and response from school owner and staff. The Board's decision was to dismiss the complaint and refer her to Human Rights Commission.

C45 RECEIVED COMPLAINT 04/19/2007 IN WRITING

Received a copy of a letter from a law firm mailed to Cost Cutters – The purpose of this correspondence is to inform you that this firm currently represents Kelly Dawn Haynes regarding an incident that occurred on April 7, 2007. According to my client an employee (Judith) of your facility severely burned my client's scalp, neck and hairline due to a chemical relaxer that was being put on my client's hair at your facility On April 7, 2007. My client advised me that she contacted you about this incident. It would be appreciated if you would deliver this letter to your insurance company and have your agent contact me. I must have a response before April 27, 2007.

We received a letter from Judith Stancik.

Customer did not advise of previous treatments to hair when asked by stylist. Turned over to insurance company for resolution.

C46 RECEIVED COMPLAINT 04/30/07 IN WRITING

I wish to remain anonymous with my concern because I do like the look of my nails when done by this salon and if you feel it passes all sanitizing and cleanliness requirements, I prefer to stay with them. This is not intended to harm them in any way. I just want to be safe and protected. The nail salon I am concerned about is Pro Nails located on Stafford Dr. in Princeton, WV. Their work stations are always covered in dust, there is no evidence of any disinfection of

utensils and every one has the same emery board type nails files and electric nail files used on them. I do not see them wash their own hands between clients. The husband and wife owners/operators sometimes work on four to six clients each at the same time. I know that my own fingers are nicked every time I have them work on my nails. I have become quite concerned about the possibility of contracting staph or worse while having them work on my nails. Additionally, they have a two year old son that is quite frequently in the salon running around or sleeping on one of the pedicure chairs. The salon just never looks clean to me. But, as I said, they do good work – I am just concerned for my health and that of others. Please pay them a visit and encourage them to “clean up their act.”

Warning issued by Mr. Reed regarding proper sanitation procedures.

C47 RECEIVED COMPLAINT 04/30/06 IN WRITING

Samantha Sims – Sunday April 15, 2007 approximately 2:30 p.m. Myself and my sister, Susan Sims went to Bally Nails (Crossroads Mall, Beckley, WV) to get acrylic tips for my wedding. Upon arrival, my sister was seated first at Booth 1 where the nail tech began working on her, without washing her hands from working with a previous client. After she partially completed Susan’s nails, she began working on my tips, again without washing her hands between clients. The nail tech came back to Susan and completed her nails. Another male nail tech began finishing my nails after working with a previous client, again not washing his hands between clients. According to Article 27, Chapter 30, paragraph 10C all nail techs are required to wash their hands before every client. We witnessed the nail tech work on at least 9 clients without properly washing their hands between clients. The male nail tech, working on my nails, filed the side of my left thumb finger until it began to bleed. I asked him repeatedly if the process should burn on certain fingers. He stated “I will be ok”. After he put the final coat on to dry, he rolled his chair to the next station and began to work on a new client, with my blood still on his hands. I am currently attending Beckley Beauty Academy to be a cosmetologist and I am disgusted with what I saw. From the knowledge I have learned at BBA, items should be labeled such as the barbicide sanitizer for the nail brushes by the sink. This was not labeled at Bally Nails. I am concerned that the general public will not be aware of which bowl to choose a brush from, as well as if those products are provided for the public. Also, the bits on the electronic drill were not changed between use on natural nail and artificial nail and were not sanitized before used on myself. Thank you for your time and I hope this problem can be resolved.

On 5/16/07 inspector Ralph Reed issued a warning to the salon and gave them a copy of the complaint and informed them that they had a right to reply.

C48 RECEIVED COMPLAINT 03/16/07 IN WRITING

Dear Mr. Absten, I called you today to explain to you what my day, at the Pineville Vocational Beauty Salon was like. I feel they are not being taught properly but then some girls are not cut-out to be beauticians. But my main point is being overcharged for my perm. I got my perm on March 9, Friday. I first told you it was Wednesday, but it wasn’t. On March 16th I called and asked the girl how much they charged for a half wave and she went to ask the instructor. When she got back she said \$15.00 and they charged me \$20.00. I even tipped the girl \$5.00 which made me spending \$25.00. I felt violated and the way they treated me, not shampooing the hair before she put the wave. My hair was full of hairspray and gel. I just feel the girls should be doing each other if they don’t have customers – and believe me, there was no one over there.

On 04/02/07 a copy of the complaint was mailed to Sherry Younce, Administrator of the Wyoming County Vocational Technical Center for a response within 14 days.

On 04/05/07 Ms. Younce responded. I am corresponding in regard to a consumer complaint that you notified me about. Upon looking through our records for March 9, 2007, and discussing the situation with the students who gave the service to the client, the following was found: The client's hair was shampooed before service. It was a busy day. A first year student helped the second year student with the client. The client had broken her leg and the students went out of their way to accommodate her. The students got whatever they could use to help proper her leg up. The student even went out to the client's car to get her hair rollers. The discrepancy about the perm fee? We run perm specials the first week of every month for \$15.00. I don't know where the mix-up came from on the price. A perm starts at \$20.00 here at the school. I can't understand why the client waited a week later to call and check back on a perm price. I don't understand why she didn't bring it to our attention when she was paying for the service, nevertheless, this could have been avoided and taken care of had she brought this to our attention. I am sorry the client felt that she was violated when everything was done accordingly.

A copy of the response was mailed to Resident, P.O. Box 322, Pineville, WV 24874 on April 9, 2007.

On May 9, 2007 a letter was mailed to Sherry Young at Wyoming County Voc. Tech. Center stating that the Board of Barbers and Cosmetologists had reviewed the consumer complaint regarding the Cosmetology Dept. and your response to the complaint. The Board's decision was to dismiss the complaint.

C49 RECEIVED COMPLAINT 05/03/2007 IN WRITING

Pamela Mays has a complaint regarding Hot Nails 2002 in Barboursville, WV. I was a walk-in at 12:15 p.m. April 30, 2007. The woman technician and mine were at work with other customers. I wanted on an acrylic nail fill-in. I signed in and waited. The man, who had been air-brushing a client, came directly to me without washing his hands. There was dust or residue on the work surface and instruments. He put down a paper towel that he took from a desk drawer (after he finished I saw him put the towel in his desk again). While preparing my nail beds he ground down into the flesh on eight of ten nails. It was so painful I had to ask him to stop after jerking my hand back. The nails are red and painful except on one thumb. My hands certainly do not look manicure, but rather raw. For this treatment I paid \$18 and gave the man a \$2 tip. I show my brother the results. I would like a refund. Even more, I'd like to prevent others from having this experience. Many young women will be asking for professional service before proms or weddings. I certainly did not receive that from this man at Hot Nails.

On 05/08/07 Inspector Barbara Conley went into the salon and did regular inspection. There were 2 male and 2 female operators working. All were licensed and had state issued photo I.D.'s. Although one license was lapsed (#M01539), I gave him a warning). Neither of the male operators sported a green Buddha on a thick chain. They do have another male operator who was not working. Three operators were doing pedicures and one was applying nails. The manicure tables not in use were free of dust and each had a clean roll of paper towels attached to them. I then spoke to Amanda Nguyen owner/manager and gave her a copy of the complaint.

C50 RECEIVED COMPLAINT 5/04/07 BY TELEPHONE

Nails Pizazz #14164 – Town Center Mall- manicure salon doing haircuts.

On 05/08/07 inspector Barbara Conley went in and did a regular inspection. During inspection I checked all trash containers, all drawers, shelves and supply cabinets in salon and two supply rooms. I did not find any hair or haircutting implements or supplies relating to haircutting. I then told the owner/manager, Calvin Phan, of the complaint. He denied that anything other than what he was licensed for was going on in his salon. That he tries very hard to follow the law. I told him to be sure and check his operators to make sure they weren't cutting hair in his absence.

C51 RECEIVED COMPLAINT 05/10/07 BY TELEPHONE

Anonymous caller stated shop #14037 Alline's Styling Salon is selling pot, pills and drinking in the shop. Doing drugs in the salon, having sex in the shop, unlocking car doors while customers are under the dryer and stealing from them.

On 05/17/07 Ralph Reed, inspector and Sgt. Lester and Trooper Johnson went to Alline's Styling Salon and I did my regular inspection. In the bathroom I noticed a small flowered shape bar of soap between the ceiling tile and the frame supporting the tile. I pointed this out to Trooper Johnson who signified by shaking his head up and down. I then noticed the owner who said "I don't know nothing about that." I then got up on the commode and looked in that area but found nothing. The other complaints could not be confirmed.

C52 RECEIVED COMPLAINT 04/20/2007 IN WRITING

My name is Kelly and I got my hair extension redone about 2 weeks ago. But see here is the problem I paid close to \$200 to get this done right well first the ladie didn't even know what she was doing and the hair she put it. She said it was top of the line real hair so today I was at Sally's hair place and they did a test on it and here its fake. So I just paid all the money for fake hair when the ladie sat there and lied to me saying it was 100% natural human hair. But I got it done at Rosena's Styling Salon, 236 Kruger St., Wheeling, WV 26003.

On May 10, 2007 – I'm sorry that you have been pulled into a complaint about my salon. We have tried to please Kelly, it seems impossible. This is a sample of the human hair from Kelly's file that my stylist included with her existing hair. Sincerely, Rosena Clatterbuck, 236 Kruger St., Wheeling, WV 26003.

Board reviewed complaint and response and determined hair was human. Complaint was dismissed.

C53 RECEIVED COMPLAINT 05/09/2007 BY TELEPHONE

Suspect Southern Tanning & Nails operating without a shop license.

Inspector Barbara Conley – went to salon – easy to find. There was a large sign. Went up on porch, the tanning assistant was there. I asked to see the owner – she wasn't present. I then asked if the nail technician was present. The tanning assistant said she wasn't working yet. I then identified myself. She then showed me the business license and said they were waiting on the nail technician to get her license that she had taken the state board exams last week. I then gave the tanning assistant, Vickie, a copy of the rules and regulations, schedule of fines and a

shop opening application. She then phoned the owner, Diana Laughlin, and I talked to her on the phone. Then Vickie phones the nail technician Jessica Lake. She said she hadn't received her state board results yet when I spoke to her.

C54 ANONYMOUS COMPLAINT – RECEIVED 04/24/2007

RE: “NAILS FOR YOU” – LIC #M01839 – Owner Ai Nhu Nhat “Kelly” Vo
Complaint states shop is located in Ms. Vo's home and that she offers services “beyond her knowledge”. Complaint also claims there are unlicensed technicians performing services for customers. Claim also states that these unlicensed tech's are working in back rooms and that they have specific signals to notify one another when the Inspector comes in order for them to escape out the back door. Claimant suggests the shop is offering “any service” upon request and that one of girls that does pedicures is in her upstairs room when she does not have a pedicure client. States this lady works there sometime during the week and most of the time at weekends. Vi Ai Tuong Nguyen is a licensed cosmetologist (#35687) had been working there, but claimant states that she now owns her own salon. States that Ms Nguyen posts her license in the “NAILS FOR YOU” shop but she actually does not work there.

Ms. Ware investigated and issued fine.

C55 RECEIVED COMPLAINT 5/30/07 BY TELEPHONE

RE: “SHEAR MADNESS” - #13573 – RENE WITHROW (Nicole), Shop Manager and Mountaineer Instructor – CHERI N. MILLER, Prior Student at Mountaineer

Christy Jones reported that Cheri Miller is working at the above shop alone with Ms. Withrow. Cheri is doing highlights and cuts and making lots of money without being licensed. Christy said Ms. Withrow is the only licensed person working in the shop and “why would one person need a receptionist?” She also mentioned that Nicole is trying to sell the shop. Christy Jones is licensed and does not care if her name is known as she feels it is unfair for Cheri to be able to work without a license.

NOTE: She did not know a complaint had been called in against Cheri & Nicole previously.

Ms. Conley investigated and issued a warning regarding possible fines.

C56 RECEIVED COMPLAINT 6/14/07 BY TELEPHONE

RE: “VAN'S BARBER SHOP - #14499

Someone called complaining about shop not having water – said he complained before – said they told him to go outside around the corner to use the bathroom. Said the whole community wants them closed down. They deal in drugs.

Mr. Reed investigated and closed shop until water service is restored.

C57 RECEIVED COMPLAINT 6/18/07 IN THE OFFICE

RE: “HOLLYWOOD NAILS” - #14653

Tam Van Tran came to shop and reported that the co-owner of his shop, Ms. Ha Thi Thu Nguyen, is working without a license and is also allowing Mr. Vu Le Hoang Do to work without a license. Mr. Tran stated that he told Ms. Nguyen that he was going to report her and that she'll

be working after 4pm and on weekends in order to miss the Inspector. Mr. Tran also said he's concerned that Ms. Nguyen will take money from the shop that she didn't earn because she is part owner. Another concern is that Ms. Nhuyen and Mr. Do will work after the inspector leaves and that he will receive the fines for what they are doing. Mr. Tran states he is unable to stop these practices. Mr. Tran spoke with Larry Absten, and he told Mr. Tran that someone would have to stop by the shop each day to catch them. Mr. Tran also stated he is the only licensed person in the shop.

Mr. Reed investigated and issued warning to Ms. Nguyen.

C58 RECEIVED COMPLAINT 6/28/07 BY TELEPHONE (see C57)

Mr. Tran was questioning what he could do about the above situation. The inspector, Ralph Reed, stopped by the shop three times, as requested by Mr. Tran, and gave Ms. Nguyen a fine on 6/27/07. Ms. Nguyen made threats to steal from the shop, break things, and come back and scare away customers. Mr. Tran called Ralph twice but was unable to contact him and wanted to know what he should do. Stated he was concerned about what would happen.

C63 RECEIVED COMPLAINT BY TELEPHONE FROM BONNIE BERRY TO LARRY ABSTEN ON 05/31/2007

RE: BRITNEY LEWIS, OWNER – HIGH STYLE SALON - #14205

Complaint states that Ms. Berry instructed Ms. Lewis to give her a trim, and that Ms. Lewis proceeded to cut her hair in short layers, which were not blended, and, in fact, were gapped and very uneven. Ms. Berry claims that Ms. Lewis was in a "bad mood" and took it out on her hair. Ms. Berry feels Ms. Lewis should have her license to cut hair evoked and stated that she plans to pursue legal action.

Board reviewed complaint and response from shop staff. The Board's decision was to dismiss the complaint.