

# **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  
Kenneth Coston, President  
Justina Gabbert, Secretary  
Sarah Hamrick  
Paula Kurczak  
Jim Ryan

### **ANNUAL REPORT - FISCAL YEAR 2008**

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## 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

9857	Inspections conducted
814	Individual examinations conducted
147	Fines issued
193	Certifications prepared
	Quarterly inspections of all schools of barbering and cosmetology
13533	Total all licenses issued

### **Client Benefit/input**

464	Licenses issued by examination
108	Licenses issued by reciprocity
595	New shop licenses issued
2921	Shop licenses renewed
476	New booth rental registrations
740	Student registrations
9	Individuals enrolled in instructor training
27	New instructors licensed
77	Instructor licenses renewed

### **Strategic results**

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

**LICENSES ISSUED FOR 2008**

<b>Renewals:</b>	BARBERS.....	754
	COSMETOLOGISTS.....	6301
	BARBER/COSMETOLOGISTS .....	97
	BARBERS PERM.....	235
	MANICURISTS .....	714
	AESTHETICIAN .....	91
	INSTRUCTORS .....	77
	SHOPS .....	2921
	SCHOOLS .....	16
	<b>Total renewals:.....</b>	<b>11206</b>

<b>Registrations:</b>	BARBERS.....	26
	COSMETOLOGISTS.....	317
	BARBER/COSMETOLOGISTS .....	2
	BARBERS PERM.....	16
	MANICURISTS .....	85
	AESTHETICIAN .....	34
	INSTRUCTORS .....	27
	SHOPS.....	595
	STUDENTS.....	740
	INSTRUCTOR TRAINING .....	9
	BOOTH RENTALS .....	476
	<b>Total registrations:.....</b>	<b>2327</b>

**TOTAL LICENSES ISSUED 2008 ..... 13533**

**SUMMARY OF RECEIPTS AND DISBURSEMENTS - FISCAL YEAR 2008**

CARRIED OVER FROM 2006 FY .....	\$66,629.78
TOTAL RECEIPTS 2007 .....	\$412,220.10
 BALANCE .....	 \$478,849.88

**DISBURSEMENTS**

CURRENT EXPENSES .....	\$85,236.94
BENEFITS .....	\$87,149.67
PERSONNEL SERVICES .....	\$234,115.23
ANNUAL INCREMENT .....	\$6,170.38
TOTAL DISBURSEMENTS .....	\$412,672.22
ENDING BALANCE .....	\$66,177.66

## ROSTER OF INDIVIDUALS LICENSED - FISCAL YEAR 2008

NUMBER	TYPE	FIRSTNAME	MIDDLE	LASTNAME	ADDRESS 1
36757	BR	JASON	M	ADKINS	PO BOX 2022
36743	BT	DANYELL	L	ALDERMAN	524 ELLIS AVE.
36571	BT	BRITTANY	N	ALESHIRE	5355 BIG TYLER #8
36712	BT	JESSICA	L	ALESHIRE	13635 SPRUCE LAUREL RD.
M02214	MN	TERESA	L	ALTIZER	39 WALNUT LANE
36441	BT	KATHERINE		ANASTASIO	497 HAZELNUT DR.
36419	BT	SARAH	E	ANDERSON	211 JUSTICE AVENUE
36723	BT	SAMANTHA	L	ANDERSON	RT. 2, BOX 163A
A00217	AE	NEENA		ARORA	1322 HACKERS CREEK ROAD
36596	BT	MICHELLE		ARVIN	19 DONAHOE ROAD
36519	BT	TONYA	L	ASHWORTH	105 SURREY TERRACE
36479	BT	PATRICIA	M	ATTEBERRY	5981 OPAL RD.
36422	BR	TERESA	J	BABCOCK	P.O. BOX 335
36499	BT	VICTORIA		BACH LAN	19247 MILL SITE PL
36744	BT	TAMMY	J	BADGER	103 1ST AVE.
36703	BT	STEPHEN	C	BAIER	RT. 3 BOX 197A
36451	BT	SHANNON	R	BAISDEN	HC 73 BOX 2585
36755	BT	KRISTINA	D	BAKER	28356 OSBORNE RD.
M02178	MN	JUSTINE	B	BALL	1013 LIBBY LANE
M02187	MN	ANNA	N	BALLENGEE	2122 MAIN ST.
36459	BR	LEE	C	BARGE	319 AMANITA DR.
M02200	MN	CASSEY	L	BARLOW	7 RAINBOW ESTATE
36591	BT	SHARON		BARTLEY	209 LEE AVE.
36416	BR	LAMAR	D	BAXTER	300 HIGH STREET
36494	BT	EMILY	A	BEABOUT	2045 GARARDS FORT ROAD
36535	BT	KELLY	A	BEAVER	2558 STATE RT. 588
36413	BT	SARAH	R	BEHM	54 ECHO VALLEY LANE
36686	BT	JESSICA	K	BELCHER	1090 MT. HOREB RD.
36530	BT	AIMEE	D	BELL	P.O. BOX 114
36683	BT	SARAH	L	BELL	RT. 2, BOX 68B
36606	BT	BRIANNE		BERNHARD	1023 WESTPORT DRIVE
A00210	AE	MATTHEW	K	BERRY	441 STAN BRANCH
36710	BT	WHITNEY	L	BERRY	#6 SISSONVILLE VIEW DR.
M02251	MN	SHANNON	L	BESS	132 MT. EDGE DR.
36518	BT	NATASHA	N	BLAND	311 FOWLER AVENUE
36561	BT	MILLARD	E	BLANEY	51 CEDAR RUN LANE
A00209	AE	KRISTI	L	BLANKENSHIP	290 S. PINCH ROAD
36715	BT	CHARLOTTE	A	BLANKENSHIP	HC 63 BOX 650
36444	BT	LESLIE	N	BLOSSER	P.O. BOX 46
36682	BT	BETH	A	BONNELL	4002 POWELL STREET
M02177	MN	TIFFANY	D	BOYLES	104 MOHOGANY COURT
36411	BR	CHELSEA	R	BRADSHAW	429 16TH ST. APT. C
36688	BT	JENNIFER		BRESSLER	11910 LONG GREEN PIKE
36669	BT	JACLYN	A	BRIMNER	43 FOX RUN RD.
36417	BT	CYNTHIA	R	BROWN	16 MALLARD CT.
36573	BT	AMANDA	R	BROWN	3376 HILTON VILLAGE LOOP
M02216	MN	RHONDA	M	BROWN	35 BARKER FORK RD.
36639	BT	JOWANNA	L	BROWN	FPC P.O. BOX A
M02229	MN	TRACI	A	BROWNING	P.O. BOX 183
36689	BT	LISA	M	BROWNING	35 BEEKMAN PLACE
A00228	AE	ERICA	J	BURDETTE	408 BELLEVUE DRIVE
36677	BT	ANDREA	L	BURDETTE	P.O. BOX 148

M02182	MN	HARRISON	D	BURROW S	3 KINGS COURT
36607	BT	STACY	R	BUTLER	911 WEST PRK AVENUE
M02254	MN	BARBARA	J	CALE	915 JOHNSON AVE.
36560	BT	KAYLA	C	CALFEE	1634 GREASY RIDGE ROAD
36662	BT	MEAGAN	R	CALLISON	HC 34 BOX 631
36477	BT	JOSEPH	E	CARDER	RT 1, BOX 156
36545	BT	NICOLE	L	CARENBAUER	12 ROCKLEDGE RD.
36652	BT	RENITIA	S	CAREY	106 WATSON ROW
36615	BT	VIRGINIA	C	CARPER	941 MONTROSE DR.
M02179	MN	DANA	M	CARRICO	67 LONG HORN LANE
36536	BT	KRISHNA	R	CARROLL	1146 S. CHILDS RD.
36653	BT	YALONDA	L	CARTER	BOX A
M02234	MN	NICOLE	L	CARY	US RT 60, BOX 52
36491	BT	DESTANI	S	CASTO	4727 PEBBLE BROOK CIR.
36718	BT	JENNA	L	CHAFIN	RT 2, BOX 304
36629	BT	KRISTEN	R	CHAPMAN	P.O. BOX 1094
36666	BT	KATHIA		CHECA	4 SUGAR LANE TERRACE
36478	BT	JOYFUL	L	CHICOINE	61 RICHWOOD AVENUE
M02176	MN	ERICA	E	CHILDERS	10875 STATE RT. 775
36656	BT	MARITA	L	COGLE	167 WOODLAND TERRACE
M02224	MN	ROYCE	A	COLEMAN	93 PVT RD 1285
36472	BT	RACHEL	M	CONKEL	18 PEARL AVE.
36483	BT	KELLY	A	COOK	RT. 9, BOX 216
36415	BT	COURTNEY	L	COOPER	RT. 2, BOX 185
36473	BT	JESSICA	L	COOPER	P.O. 195
36595	BT	ANGELA	M	COOPER	6000 COOPER LANE
36567	BT	AMY	L	COPELAND	180 CANYON VILLAGE
M02207	MN	MARY	A	COPELAND	PO BOX 104
36587	BT	LAURA	J	COPENHAVER	600 SECOND STREET
36621	BT	ADRIENNE	E	COPLEY	520 FORD STREET
A00203	AE	ALLYSSA	R	CORUN	52 JOHNSON TERRACE
36604	BT	AMBER		COTTRELL	P.O. BOX 143
A00229	AE	VICKI	D	COTTRELL	P.O. BOX 25
36630	BR	BRIAN	C	COX	1417 20TH ST.
36481	BT	LISA		CRAMBLETT	7797 TWP HWY 120
36746	BR	RICHARD	A	CREMEANS	307 MAPLE STREET
36568	BT	CARLA		CROCKER	12710 MEADOWDALE DRIVE
36456	BT	MISTY	D	CUMBERLEDGE	RT 1, BOX 733
36671	BT	ANGELITA	N	CUNNINGHAM	987 NEW ENGLAND RIDGE RD.
36423	BT	TUYEN THI MONG		DANG	191 SPRINGTON RD.
36651	BT	GERALDINE	P	D'ARGAN	BOX A
36632	BT	AMY	M	DAVIDS	392 CANPHILL RD.
36443	BT	QUINTIN	R	DAVIS	RT 2, BOX 112-D
36487	BT	BRIEANA	K	DAVIS	2735 E STATE RT. 266
36517	BT	MIA	A	DAVIS	12 CRESTVIEW LANE
36589	BT	MINDY	M	DAVIS	322 WADKINS STREET
36721	BT	ASHLEY	D	DEAN	9604 ST. RT. 7
36650	BT	MYRNA		DELGADO	BOX A
36752	BT	DEBORAH	C	DEMPSEY	39 MEADOW LANE
36600	BT	MARLO	A	DENNY	3517X SPRINGFORK DR.
M02218	MN	CHRISTINA	A	DERBERRY	265 HUDKINS RD.
36609	BT	BONITA	A	DESPER	1519 4TH AVENUE
36426	BT	EVELINA	V	DILLON	4102 WASHINGTON AVENUE, S. E.
M02190	MN	VU	L	DO	4301 ROBERT C BYRD DRIVE, #22
36495	BT	PHUONG	H	DO	39 TRITAPOE PLACE

36690	BT	KIM DINH		DO	407 FABIAN DRIVE
36673	BT	ELIZABETH NGOC		DOAN	410 BECKLEY CROSSING
36552	BT	SARA	E	DOSS	RT. 1 BOX 102
36649	BT	AMANDA	J	DURHAM	BOX A
36736	BT	KATLYN	B	DYE	8052 GARFIELD RD.
36720	BT	LAUREN	N	DYKE	P.O. BOX 305
36526	BR	LOIS	J	EADS	405 BROWDER STREET
36431	BT	LAUREN	A	EATON	82 CEDAR LANE
36522	BR	CRYSTAL		EDOKPAYI	134 A ARMENTROUT DRIVE
36717	BT	ALISON	E	EHMAN	1725 PENNSYLVANIA AVE.
36438	BT	ANGELA	M	ELKINS	P.O. BOX 214
36748	BT	AMANDA	D	ELLIOTT	P.O. BOX 340
36546	BT	KAREN	V	ELLIS	P.O. BOX 1019
36524	BT	JENNIFER	D	ENGLAND	P.O. BOX 1198
36741	BT	MEGAN	M	ESCOLOPIO	266 HAYMOND HIGHWAY
36572	BT	SARAH	J	ESHBAUGH	2756 MALCOLM RD.
M02219	MN	KELLI	E	ESTES	P.O. BOX 1020
36420	BT	JENNIFER	L	EXLEY	1269 NATIONAL ROAD
A00232	AE	ANNA		FERRARACC IO	P. O. BOX 6034
36716	BR	DANIEL	S	FETTY	RT. 2, BOX 12
36734	BT	AMY	B	FETTY	RT. 2, BOX 26
36474	BT	BRIANNE	L	FINFROCK	103 W. RACE ST. , APT. #8
36691	BT	FALLON		FITZPATRICK	100 BEAGLE RUN
36465	BT	ASHLEY	N	FLEEGLE	14517 DOVE LANE
36648	BT	TAHSIA	Y	FLEMING	108 WEST POPLAR ST.
36731	BT	TRACI	R	FLINT	P.O. BOX 492
36692	BT	JENNIFER	N	FOLTZ	5816 CHERRY RUN ROAD
36533	BT	LACEY	R	FORD	102 WILSON HEIGHTS
M02225	MN	STACY	A	FOUNTAIN	245 CHESTNUT STREET
36496	BT	JUDITH		FOURNIER	4228 MARTINSBURG RD.
36492	BT	EMILY	M	FOX	3375 BURNETT RD.
36540	BT	TRACI	L	FOX	P.O. BOX 113
36667	BT	DANYELL	L	FOX	1892 US HIGHWAY 19N
36464	BT	MARY	E	FRANKLIN	347 BRYNWOOD DR.
36534	BT	KACIE	D	FREEMAN	RR 1 BOX 590
A00219	AE	KAYCEE	F	FREY	16 ROSS ST.
36713	BT	KAYCEE	F	FREY	3 S. WASHINGTON ST.
M02226	MN	JOANNA	D	FRIDLEY	3576 SPRINGFIELD DRIVE
36635	BT	PAMELA	D	FRYE	1237 NALLEY RD.
36704	BT	BONNIE		FUENTES	5724 STILES DR. APT. 11
M02210	MN	CRISTIN	D	GALLAGHER	111 WAYNE AVE.
M02230	MN	RENE	N	GARCIA-KESECKER	2485 POTOMAC ROAD
36624	BT	DESIREE	N	GARRETSON	P.O. BOX 636
36634	BT	SAMANTHA	L	GEARY	RR1 BOX 85L
36516	BT	JENNIFER	L	GERRARD	301 TWIN KNOBS DRIVE
36563	BT	JESSICA	L	GIBSON	RT. 3 BOX 294B
36617	BR	JOHN	F	GILLENWATER	1333 13TH ST.
36488	BT	LISA	R	GLOYD	168 YORK LANE
36538	BT	LAUREN	P	GRAHAM	1229 THOMPSON AVENUE
36612	BT	CHRISTOPHER	K	GRAHAM	2650 4TH AVENUE
36730	BT	BETTY	J	GRAVELY	HC 88 BOX 166
M02220	MN	CASSANDRA	W	GRAY	PO. BOX 496
36469	BT	SAMANTHA	D	GREEN	32 LOCKE ROAD
36705	BT	HALEIGH	R	GRIMMETT	373 COWAN AVENUE
36412	BT	ASHLEY	M	GROOME	45 ACOSTA AVE.

	36418	BT	SAVANNAH	B	GUNNOE	2476 SWEENEYSBURG RD.
A00223	AE		AMANDA	M	GUTHRIE	602 LUKE STREET, APT. 3
	36424	BT	CHARLOTTE		HADDOX	PO BOX 44D
	36654	BT	GRACE	A	HAGE	3240 KANAWHA
M02167	MN		JUDITH	L	HAGER	1874 WEST RD.
	36457	BT	CHRISTINA	N	HAGER	HC 73 BOX 2525
	36758	BT	MELINDA	S	HAMRICK	208 1/2 FIRST ST.
	36497	BT	KRISTI	D	HARGIS	1214 MCCLUNGE AVE. APT. 5
	36605	BR	EUGENE	L	HARRIS	24 SNEAD DRIVE
	36537	BT	MALLORY	L	HARTLEY	502 ONTARIO AVENUE
	36613	BT	JUDY	S	HARTSHORN	PO BOX 16
A00225	AE		CAROL	M	HARTZELL	181 OLDE CHEAT RD.
M02201	MN		JENNIFER	L	HARVEY	PO BOX 356
	36707	BT	MARANDA	D	HEFNER	129 AVON ST.
	36687	BT	GRETCHEN	L	HENSLEY	2299 ST. HWY 292 W
	36699	BT	DARLENE	S	HETRICK	P.O. BOX 524
	36732	BT	BETHANY	M	HILLERY	105 AMY AVENUE
M02193	MN		HUONG HANH		HO	1053 SAINT IVES DRIVE
M02237	MN		HONG TAM THI		HO	5252 CHESTERFIELD AVENUE
	36525	BT	SUSAN	A	HOFFER	1475 BOGIE AVENUE
	36569	BT	SARAH	B	HOLBROOK	747 BISHOP LANE
	36421	BT	BARBARA	N	HOLT	214 CRAWFORD STREET, LOT 4
	36543	BT	JUDY	A	HUNTER	#7 DEER TRAIL DR.
	36592	BT	ERICA	J	IGHNAT	139 WELDAY AVENUE
M02172	MN		TRINA	M	INGRAM	309 PULLMAN DRIVE
	36737	BR	HERBERT	E	INSCOE	4687 BALLS BRANCH RD.
	36711	BT	JUREERAT	J	INTHACHAI	601 4TH AVE., APT. #2-C
	36754	BT	AMANDA	M	ISON	1500 BRIDGE RD. APT. 507
M02239	MN		NOVA	G	JACKSON	254 PARSONAGE DR.
	36747	BT	JANA	D	JACOBS	106 E. GREEN ST.
	36637	BT	MICHELLE	D	JAMES	RT. 1 BOX 84
	36693	BC	RICHARD		JASTRZEBSKI	P. O. BOX 478
	36425	BT	PEGGY	J	JENKINS	2502 BIG RUN ROAD
	36476	BT	KAYLEN	M	JENKINS	5290 IRVIN RD.
	36514	BT	CHRISTINA	M	JOHNSON	P.O. BOX 65
	36493	BT	HEIDI	N	JOHNSON	113 LITTON HEIGHTS
	36663	BT	KELLEY	C	JOHNSON	203 ROSEHILL ACRES
A00212	AE		TRACY	M	JONES	7 BLUEGRASS VILLAGE
	36575	BT	TRACIE	L	JONES	5232 CHESTERFIELD AVENUE
	36636	BR	BRENT	L	JONES	3008 NORTH POLAR FORK RD.
	36664	BT	LAMESA	D	JONES	1028 YELLOWSTONE RD
	36694	BT	TOMEKA L		JONES	4233 BARI COURT
	36722	BT	JELAINE	N	JONES	HC 80 BOX 14
A00230	AE		ROSELYN		JOSEPH	268 EVANS RUN DRIVE
A00202	AE		CANDEE	L	KEDDINGTON	P.O. BOX 114
	36602	BT	KRYSTAL	L	KEENE	RT 1 BOX 258
	36593	BT	DAWN	M	KEES	2174 NADENBOUSCH LANE
A00233	AE		LESLIE	M	KEMPER	PO BOX 218
	36450	BR	KEVIN		KENDRICK	ROUTE 1, BOX 22-A
	36685	BT	ALICIA	N	KERNS	ROUTE 2, BOX 99-B
	36702	BT	ANGELA	S	KESSLER	831 CARROLL RD.
	36647	BT	LINDA	F	KING	BOX A
	36640	BT	SHENEKA	J	KIZER	BOX A
	36498	BR	BRENDA	M	KLINE	497 GATEWOOD AVE.
	36453	BT	MALINDA	M	KORMOS	1007 CHESTNUT RIDGE ROAD



	36670	BT	AMANDA	G	KOWALSKI	932 MEADOWOOD BLVD.
A00234	AE		ASHLI	M	KRUG	1242 HUGHES SHOP RD
	36570	BT	DANIELLE	C	LACAVA	2402 11TH AVE. APT. #7
	36442	BT	MARYNA	V	LAGOS	1598 LEE ST. APT. 5E
M02243	MN		KHAI	C	LAM	4013 RIDGEVIEW LANE
	36521	BT	SHARON	L	LAMBERT	353-B WERTZ AVE.
	36598	BT	KAYLA	N	LANCE	121 MAY RD.
	36557	BT	ASHLEY	E	LANCIANESE	1840 CARRIAGE LANE APT. 270 I
	36484	BT	WENDY	D	LANDERS	HC 83 BOX 82
	36531	BR	STEVEN	L	LANHAM	2704 27TH ST.
	36727	BT	VICTORIA		LAWRENTZ	190 OVERVIEW DRIVE
	36447	BT	TU NGOC		LE	916 BYERS AVENUE
M02180	MN		PHONG HOANG		LE	600 PENN AVENUE, #4
	36500	BT	MINH VAN		LE	47 CENTRAL PARK DRIVE
M02233	MN		BRANDON		LE	710 JAMES STREET, APT C
M02241	MN		THUY LINH	T	LE	747 CHESTNUT RIDGE RD.
	36501	BT	VERONICA	L	LEATH	P. O. BOX 3144
	36655	BT	AMANDA	J	LEEP	P.O. BOX 207
A00235	AE		RACHEL	S	LEGG	116 SUNSET COURT
	36435	BT	KIMBERLY	A	LEIFHEIT	133 PARKVIEW AVE.
	36725	BT	TERESA	A	LEMASTERS	821 C ROCKY BROOK DR.
	36628	BT	ALEXANDRA	D	LEONARD	125 CLARK ST.
A00226	AE		CHRISTINA	L	LEWIN	53 TORONADO DRIVE
	36452	BT	ANGELA	M	LIBERTY	PO BOX 487
	36633	BT	KYLIE	B	LOGSDON	115 KEYS STREET
	36580	BT	MARY	F	LONGWELL	2041 JAMISON RD.
	36520	BT	LAURA		LOUGHRIE	31 W. JEFFERSON STREET
M02196	BT		BETH	A	LOVELACE	131 DELPHIA LANE
	36502	BT	DANA	L	LUDWICK	HC 71 BOX 160 D
M02247	MN		MINH	K	LUONG	2430 KINSDALE AVENUE
	36549	BT	RISHONA	E	LUSK	PO BOX 1583
M02173	MN		HUONG BAO		LUU	4004 """" STREET
	36503	BT	JOSEPH	P	LYONS	22829 SYCAMORE DRIVE
	36701	BT	JOANN	M	LYTTLE	913 GLENWAY
	36661	BT	KAYLEIGH	B	MACCONNELL	5 LAURA LANE
M02236	MN		MINH TUAN		MAI	1430 4TH AVE, APT 12
A00207	AE		STEPHANIE	L	MARKLEY	597 IRONMINE LANE
A00204	AE		LISA	A	MARSHALL	16 CHESTNUT LANE
	36527	BT	JORDAN	L	MARTIN	4 SCENIC DR.
	36742	BT	LINDA	G	MARTIN	333 NORWAY AVE.
M02174	MN		HEATHER	G	MARTINSON	127 LEVITICUS DR.
	36751	BT	AUDRA	R	MAYHEW	283 WOLFE RUN RD.
M02240	MN		LISA	J	MCCLAIN	RR4 BOX 995
	36576	BT	SHEENA	M	MCCLURE	155 DICKENS DRIVE, SUITE 9
	36728	BT	BELINDA	B	MCCORMICK	14008 COAL RIVER RD, APT A
	36466	BT	ALICIA	C	MCCOY	P.O. BOX 271
	36486	BT	CARRIE	C	MCCRADY	1009C 18TH STREET
	36659	BT	MICHELE	M	MCDANIELS	PO BOX 113
	36623	BT	KANDACE	K	MCDONALD	621-B 5TH AVE. S.
	36504	BT	NICOLE		MCELROY	52128 HOME STREET
	36695	BR	RICHARD	F	MCFERREN	482 HOGAN DRIVE
	36675	BT	LAURA	S	MCGRAW	P.O. BOX 3492
	36437	BR	PAMELA	D	MCKINNEY	P.O. BOX 196
	36622	BT	ANGELA	D	MCLYEA	RT 3, BOX 274

M02250	MN	ARADA		MCMANIS	604 CROSSWINDS DR.
M02206	MN	AMY	D	MCQUAIN	511 CARRIAGE DRIVE
36660	BT	KAYLA	D	MEADE	209 E. MCDONALD AVENUE
M02217	MN	KATRINA	D	MELSON	731 ELM STREET
M02169	MN	KARRY	L	MERRITT	PO BOX 113
36414	BT	CRYSTAL	M	METZ	RT. 2, BOX 42
36446	BT	EMILY		MEUSE	1445 S.W. 42ND AVENUE
M02203	MN	LORI	A	MICHELS	ROUTE 1, BOX 191
M02186	MN	BABY ESING	O	MIHALIAK	100 PLAINWOOD AVENUE
36461	BT	CHRISTY	L	MILLER	902 LEE ST.
36467	BT	SAMANTHA	J	MILLER	15039 WATERFORD RD.
36562	BT	CHERI	N	MILLER	2313 CLEVELAND AVE.
36505	BT	KIMBERLY		MILLER	PO BOX 2344
36506	BT	MARIANNA	J	MILLER	718 CIRCLE DRIVE
36603	BT	ASHLEY	D	MILLER	532 PLEASANTDALE RD.
A00231	AE	JILL	F	MILLER	RT. 6, BOX 218E
A00237	AE	RUTA		MINICHAHOVA	47 KRYS VIEW DRIVE, APT 536
35880	BC	SHELIA	M	MINOR	5009 ELAINE DR.
36588	BT	CAROL		MINX	BOX 2005
36714	BT	HELEN	K	MOLES	1319 JOHNSON RD.
36611	BT	KATIE	L	MOLLOHAN	12 TONEY DR.
36700	BT	RAE ANNA	K	MOON	P O BOX 320
36708	BT	KYONG OK		MORGAN	12 POINT OF VIEW
36523	BT	ROBIN	L	MORIN	6116 WINCHESTER AVENUE
M02197	MN	ROBYN	S	MORRIS	117 SUNRISE TER APT. D
36620	BT	DANA	R	MORRISON	892 RECTOR RD.
36578	BT	AMY	B	MORROW	HC 84 BOX 24C
36678	BT	BETHANY	A	MULLENIX	6200 CURRY AVE. APT. 6
36460	BR	JAMES	J	MULLINS	104 PINE STREET, APT. 1
	BT	BRITTANY	L	MUNDELL	109 HIGH POINT DRIVE
36625	BT	DONN	M	MURPHY	11 MAPLE AVE.
36619	BT	CARMEN	E	MUSICK	110 WILLOWBROOK ROAD
M02192	MN	ALISON	M	MYERS	7323 WINCHESTER AVENUE
36551	BT	JESSICA	L	NAPIER	2013 WALNUT ST.
36454	BT	STEPHANIE	R	NAUGLE	4 PIN OAK DR.
A00236	AE	SHERRI		NEEL	P.O. BOX 122
M02188	MN	TUAN	L	NGO	403 COLE ST.
36449	BT	STEPHANIE NHU		NGUYEN	1340 PROSPECT ROAD
M02175	MN	SEUN NGOC		NGUYEN	1404 BRIARWOOD LANE
36529	BT	CAROLYN		NGUYEN	19800 ALBERTA ST.
M02185	MN	HA THI THU		NGUYEN	105 ELLISON AVE, APT 1
M02198	MN	HAI THANH		NGUYEN	320 MERCER MALL
36608	BT	THUY HUONG		NGUYEN	3167 CLEMSON ROAD
M02213	MN	HIEN	V	NGUYEN	105 ELLISON AV APT 1B
M02212	MN	THANH PHUC		NGUYEN	403 COLE STREET
M02232	MN	DUNG T		NGUYEN	710 JAMES ST. APT. C
36672	BT	NGUYEN	C	NGUYEN	55 MERIDIAN PARKWAY #109
36696	BT	ANH DAO	T	NGUYEN	11411 TRUEWAY ST.
M02238	MN	ALAN	N	NGUYEN	4925 WARD DR. N.E.
M02244	MN	THAO KIM		NGUYEN	5512 BIG TYLER ROAD
M02246	MN	CHRISTOPHE		NGUYEN	3401 RIVER RD
M02249	MN	HAI	H	NGUYEN	795 HUNTINGTON MALL #4027
36541	BT	HEATHER	K	NICHOLS	PO BOX 572
36507	BT	KELLY	L	NICOLES	137 NORTHGATE MANOR
36475	BT	LINDSAY	J	NOWLIN	P.O. BOX 149

	36590	BT	ASPASIA		NTAOUNTAKI	C/O COLOURS SALON & BOUTIQUE, LLC
	36539	BT	MELISSA	D	O'KEEFE	9 FRANKLIN ST.
	36733	BT	AMBER	N	OLDAKER	P O BOX 86
	36680	BT	MEGAN	N	OLEJASZ	RD 4, BOX 245
	M02252	MN	DESIREAH	L	OLIVERI	3903 MALDEN DR.
	36433	BT	REBECCA		OZBOLT	27 HARDROCK RD
	A00211	AE	HA SIL		PAK	D7 MOUNTAIN VIEW MANOR
	36645	BT	MELISSA	M	PARADISE	P.O. BOX A
	36470	BT	RONDA	J	PARSONS	71 KENTUCK FORK
	36668	BT	ANDREA	M	PARSONS	30664 SALSER ROAD
	36646	BT	SHELLIE	A	PASKIET	BOX A
	36626	BT	VALERIE	R	PATE	668 EBB TOMBLIN ROAD
	M02195	MN	RACHEL	L	PATTON	6269 E. PEA RIDGE RD. APT. 4
	M02189	MN	JULIE	A	PAUL	3228 PORTLAND BLVD.
	36697	BT	KRISTY	L	PENICK	22 HOLMES WAY
	M02202	MN	KAYLA	R	PETTREY	138 CLEMSON CIRCLE
	36427	BT	TAMMY	T	PHAN	213 NATHAN HALE DR.
	M02248	MN	THANH	N	PHAN	501 FRAZIER WAY
	M02209	MN	PHONG	K	PHU	2399 MEADOW BROOK MALL #200
	M02221	MN	FRANCES	J	PORTER	1003 MT. VIEW RD
	36726	BT	MARK	J	PUCCI	24 WREN COURT
	36583	BT	KOREY	B	QUESENBERRY	111 GREENWOOD DR.
	36462	BT	STACY	N	RAHALL	115 W. MAPLE AVENUE
	36428	BT	EDWIN	A	RATCLIFFE	442 S. MAIN STREET
	36532	BR	DANA	A	REED	454 ANGEL FORK ROAD
	36566	BT	JENNIFER	N	REGAR	RT 5, BOX 910
	M02208	MN	ERICA	D	RHOADES	RT. 2 BOX 334
	36553	BT	TERI	R	RICHARDS	601 COLLINS AVE., APT. #3
	36550	BT	KIMBERLY	L	RICHMOND	163 HAWAII ST.
	A00238	AE	CHRISTIN	L	RIGALI	ROUTE 4, BOX 706
	36579	BT	AMBER	D	ROBERTS	RT. 1, BOX 154B
	36627	BT	BARBARA	J	RONEVICH	P.O. BOX 100
	36489	BT	MICHELLE	L	ROSS	1204 15TH STREET
	36594	BT	DEBORAH	C	ROWE	5413 TIFFANY DRIVE
	A00213	AE	TAMARA		RUDOLPH	173 CARRERA CT
	36508	BT	DIANE	M	SAFFELL	72202 FLUSHING HOLOWAY ROAD
	M02256	MN	LEYNA		SAHAY	42 ROSEMONT CIRCLE
	36440	BT	HOPE MARIE		SAMSEL	448 DUNCAN FIELD LANE
	36485	BR	BRIAN	W	SANDERS	144 HIDDEN VALLEY ESTATES
	36657	BT	GLORIA	P	SATTERFIELD	1219 PARKSIDE DR.
	M02168	MN	TRACY	M	SAUNDERS	1133 OAK HILL ROAD
	36745	BT	AMBER	R	SAUNDERS	RT. 1 BOX 151
	36463	BT	TI'ANN	M	SCALES	313 LOCUST ST.
	36759	BT	KRISTIN	D	SCOTT	1050 1/2 PIKE ST
	A00206	AE	ASHTON	E	SEE	215 VILLAGE CT.
	A00227	AE	TAMAR	G	SHARP	734 FAIRVIEW STREET
	36556	BT	TAMMY	S	SHAVER	415 BREWER RD.
	36548	BR	JASON	D	SHELTON	RT 2, BOX 205-B
	36509	BT	JENEA		SHERMAN	#68 COUNTRY ROADS PARK
	36490	BT	STEPHANIE	M	SHIPMAN	204 HAYWOOD STREET
	A00214	AE	GRETCHEN	L	SHIVES	1150 NEW HOPE RD.
	36740	BT	JENNIFER	A	SHOWALTER	414 HAZLETT AVE.
	36586	BT	AMANDA	S	SHREWSBURY	P.O. BOX 74
	36436	BT	LAURA	D	SHROUT	541 PLEASANTDALE
	36445	BT	HEATHER	D	SHUMATE	312 CAMP RIDGE RD

36510	BT	LISA	R	SIMS	62405 TAR RUN
36614	BT	SAMANTHA	K	SIMS WILLIAMS	HC 61, BOX 140
36439	BT	TONYA	M	SISSON	HC 71, BOX 21
36542	BT	REBECCA	L	SLACK	102 DIAMOND DR.
36554	BT	TARA	J	SLACK	102 DIAMOND DR.
36468	BT	PAMELA	S	SLAUGHTER	905 ASHTON PLACE
M02223	MN	WILLAMENA	M	SLIGER	P.O. BOX 52
A00221	AE	ALEXIS	E	SMITH	67 CLOHAN AVENUE
36584	BT	ANGELA	K	SMITH	52 LEFTFORK ROAD
36597	BT	TAMMY	A	SMITH	242 STREET OF DREAMS
36616	BT	JODIE		SMITH	583 TURNBERRY Y DRIVE
36618	BT	ERICA	L	SMITH	10 SUNNY MEADE COVE
36434	BT	SANDRA	J	SNIDER	1001 NEW YORK AVENUE
36644	BT	VICTORIA	L	SOLESBEE	BOX A
A00208	AE	SUZANNE	M	SPINDLER	1813 BARCLAY HILL ROAD
36684	BT	STEPHANIE	A	SPRY	610 20TH ST.
A00218	AE	JADE	M	STANLEY	2829 3RD AVE., APT 10
36458	BT	NATAUSHA	A	STEED	3621 CYPRESS ST.
36638	BT	SAVANNAH	J	STEVENS	562 BLUE LICK ROAD
36698	BR	YAVONNE		STEWART	80 MAIN STREET
36581	BT	MATTHEW	B	STOTTLEMYER	407 CENTRAL ST
M02181	MN	KRISTY	M	SULLIVAN	1423 S. PLEASANT VALLEY ROAD
36601	BT	KAYLA	M	SUPLITA	P.O. BOX 641
36432	BT	AMBER	D	SWIGER	HC 67, BOX 101
36528	BT	SHELLY	L	SWISHER	P.O. BOX 133
36676	BT	AMANDA	N	TAYLOR	60 CLEVELAND AVE.
36729	BT	CHELSIE	J	TAYLOR	RT 2, BOX 223 B
36582	BT	EMILY	C	THACKER	2129 11TH AVE.
36753	BT	AMBER	L	THOMPSON	RT. 1 BOX 276
36577	BT	TIANA	D	TIBBS	109 POWELL DRIVE, APT 36
36756	BT	CYNTHIA	A	TICHY	112 36TH STREET
36544	BT	TERAH	N	TILLER	2245 REESE HARMAN RIDGE
36455	BT	ANN	M	TOLER	P.O. BOX 113
A00205	AE	CHRISTINA		TRAN	P O BOX 11415
M02170	MN	HA NGOC		TRAN	1053 ST. IVES DRIVE
M02194	MN	ANTHONY	N	TRAN	P.O. BOX 7051
M02228	MN	UYEN	N	TRAN	P.O. BOX 7051
36679	BT	TIFFANY LE		TRAN	13152 BENTON ST APT #9
M02242	MN	HOAI-VAN	T	TRAN	2449 1ST AVE APT 17
M02245	MN	TAM T PHUONG		TRAN	411 HAL GREEN BLVD., APT 2
A00220	AE	JEANNE	M	TRUAX	351 TRUAX DRIVE
M02171	MN	PHONG	T	TRUONG	3028 PROFFIT ROAD
M02257	MN	THIEN CONG		TRUONG	42 ROSEMONT CIRCLE
36749	BT	CATHERINE	E	TYLER	813 INDIANA AVE
36555	BR	JON	L	TYSON	921 GREENDALE DR.
36585	BT	TIA	L	UCHBAR	4189 HARRISON STREET
36547	BT	ASHLEY	B	UNDERWOOD	P.O. BOX 173
M02253	MN	EMILY	C	UNGER	270 FRONTIER DRIVE
36599	BT	TANYA	C	VACHERESSE	RD 5, BOX 164
36429	BT	NGA THUY		VAN	708 COOLSPRING STREET
36631	BT	TAM KIM		VAN	6088 BUFORD HIGHWAY
36665	BT	WHITNEY	D	VANCE	P.O. BOX 123
36410	BT	ERICA	J	VANGILDER	RT. 4 BOX 601-A
36511	BT	LORI	A	VICKER	132 HUTCHINSON DRIVE
36482	BT	BRANDI	R	VICKERS	P.O. BOX 208

A00216	AE	CARISSA	M	VIG	109 BERRY LANE
36430	BT	SUE	A	VINCENT	P.O. BOX 2253
M02204	MN	THAI THANH		VO	9903 KILLARNEY LANE APT. 203
M02215	MN	SANG VAN		VO	1778 CHESTNUT ST
M02227	MN	BICH THI		VO	646 S CHATSWORTH STREET
36512	BT	AMY	J	WALKER	1550 FLATWOODS RD.
36706	BT	GINA	A	WALKER	5110 BLUEBELL DR.
36750	BT	JAMIE	N	WALLS	P.O. BOX 347
M02222	MN	JENNIFER	A	WALTERS	108 MCDUGAL DR.
36719	BT	KACI	B	WALTHER	1061 SOUTHWIND DR APT 105
M02205	MN	JENNIFER	M	WARE	P.O. BOX 32
36643	BT	GEROTHIA	M	WASHINGTON	BOX A
36471	BT	HOLLY	A	WELCH	208 PARKVIEW CIRCLE
36513	BT	FELICIA	A	WELLS	P. O. BOX A
36642	BT	AMANDA	J	WHALEY	4900 REDGRASS CIRCLE
M02183	MN	JENNIFER	L	WHITTAKER	P.O. BOX 74
36641	BT	BRENDA	M	WILKINS	BOX A
36559	BT	REBECCA	L	WILLIAMS	4530 RT. #2
36610	BT	MORGAN	R	WILLIAMS	77 SABLE POINT DRIVE
36724	BT	JACKIE	L	WILSON	1403 1/2 6TH STREET
36681	BT	COURTNEY	D	WOLFE	342 GREEN ST. APT. 1
M02199	MN	KLAIRUNG		WONG-PRACHAN	435 WINDSONG RD.
M02184	MN	HEATHER	D	WOODDELL	304 ADA DELL CT
36564	BT	SAMANTHA	N	WORKMAN	#3 SADDLE DR.
36674	BT	KALISA	C	WRIGHT	314 BOSTON TEA ST.
36565	BT	MIRACLE	L	YEAGER	113 WHEELER AVENUE
36658	BT	MADISON	B	YEAGER	P.O. BOX 211
36735	BT	SCARLETT	J	YOUNG	722 MAYFLOWER DR

**Total 464**

BOARD OF BARBERS AND COSMETOLOGISTS  
COMPLAINT LOG . FISCAL YEAR 2008

C-1-07 RECEIVED COMPLAINT 07/09/07 BY EMAIL

RE: LOVE NAILS+. Elkins, WV

Kathy Hopkins was scheduled for a pedicure on 7/5/07 but would not stay because of the shop conditions. Ms. Hopkins states, "It smelled unclean not a chemical smell but an odd unpleasant odor. It was very crowded with people waiting and there was insufficient seating." Her concern was that they wouldn't have time to disinfect the instruments to provide clean sets for each customer. Also, there were no signs on the restroom doors distinguishing men's from women's and there were no lights. You would have to keep the door open to get light in the room. The toilet seat was encrusted with dark material and filthy and there was no toilet tissue. The facility was untidy, cluttered and unswept with debris on the floor. Ms. Hopkins is a nurse and works at the Randolph-Elkins Health Department and was concerned at the unsanitary conditions and requested that the facility be inspected as soon as possible.

On 08/03/07 inspector Lamona Casto went to the shop. I have had ongoing problems with this shop. I have talked to the owner and have given warning. It seems they would clean up just enough to get by. On the 06/19/07 inspection I stated that if deficiencies were not corrected that fines would be issued. I issued a \$50 fine for failing to keep equipment in a shop including upholstery fabric clean. The shop is always very dusty and cluttered. The owner said he was getting new flooring. I had not checked the restroom because it is in the building instead of the shop. I inspected the restroom today. What I found was not exactly as Ms. Hopkins described. There are no signs on the doors but the lights were on, there was tissue and paper towels. One was cleaner than the other but both restrooms looked better than the shop.

C-2-07 RECEIVED ANONYMOUS COMPLAINT ON 07/11/07

RE: VIVO HAIR SALON & DAY SPA, INC. - #14605

Complaint states there is an unlicensed older Asian lady working at the shop doing pedicures. The customer stated that she received an infection from receiving a pedicure given by this lady.

On 07/11/07 mailed a copy of the complaint to inspector Lynda Ware.

7-17-07 Inspector Lynda Ware went to shop and gave her a warning did not find any illegals working.

C-3-07 RECEIVED ANONYMOUS COMPLAINT 07/11/2007

RE: BODY IN BALANCE - #12399

Anonymous complaint that there is a dog kept in this shop. Person making complaint said the inspector knows this dog is kept in the shop.

On 07/11/07 mailed copy of the complaint to inspector Lynda Ware.

07-18-07 Inspector Ware went to shop and dog was not there gave her a warning.

C-4-07 Inspector Helen Ferrell had received three complaints in a hand written letter . Hollywood Nails shop #13775 was one of them. On 07/12/07 inspector Lynda Ware and Helen Ferrell went to Hollywood Nails. Upon entering Hollywood Nails Salon both Lynda and myself observed 3 workers, 1 male and 2 females. One female by the name of Christina Thi Tran #M01836 was doing an eye brow arch, she does not have a WV cosmetologist license. Lynda wrote her a fine #2.10 1<sup>st</sup> offense. I wrote Hollywood Nails fine #2.12 1<sup>st</sup> offense of this nature. Inspector Ferrell completed shop inspection. Both Cindy and John were working legally. None of the workers or licenses had photo ID's posted on them. Neither had their photo I.D. Gave shop 10 days to renew expired shop license. Expired work permit was removed from the wall for Jimmy Phan.

C-5-07 RECEIVED ANONYMOUS COMPLAINT 07/30/2007

RE: MEGAN WILSON, THE WELLNESS CENTER (no shops in database by that name)

Anonymous report that Megan Wilson is cutting hair in a room at the center, on an expired KY cosmetology license, and has never been licensed in WV. When the inspector comes in, she closes the door until he leaves. Allegedly, the woman who runs the center lets her work there without a license and pays her under the table. Megan allegedly does not pay taxes. She works sporadically but usually weekdays from 10am to 5pm.

Mailed copy of the complaint to inspector Ralph Reed.

On 08/03/07 inspector investigated and there was no merit to this complaint.

C-6-07 RECEIVED ANONYMOUS COMPLAINT 08/01/07

RE: Staci Childers #31799, 21 Long St. Winfield, WV.

Anonymous caller reported Staci has left 3 jobs on bad terms, owing all of them money and is now doing hair in her kitchen at her sink. Caller also complained about the traffic it is causing due to the number of customers. She said Staci's home phone is disconnected but she may have a cell phone. She also said Staci works part time at CAMC in the purchasing department. The caller could not give me regular hours that Staci worked in her home. The only phone number I have on file for Staci is 586-0944.

Mailed copy of complaint to inspector Barbara Conley on 08/01/07.

On 08/03/07 inspector Barbara Conley arrived at Stacie's address: 21 Long St., Winfield, WV at 4:15 p.m. There was no activity and no one was home. I observed until 5:00p.m. The house is in a very nice neighborhood on a culdesac. I will return at another time on a different day of the week. Today was Friday.

C-7-07 RECEIVED COMPLAINT 08/10/2007 BY EMAIL

RE: HOT NAIL, Barboursville, WV 25504

Received email from Christine Smith advising that she had her nails done at HOT NAIL and that the manicurist accidentally cut her finger and made it bleed. She states that no license was displayed on her table, and that she was reporting the incident because she doesn't want to see anyone get hurt.

08/10/07 copy of complaint mailed to inspector Barbara Conley.

On 08/21/07 inspector Conley entered the shop. Went over the complaint with shop manager and a Huong Bao Luu was the person whom the complaint was talking about. Huong had passed state board in Parkersburg and letter was mailed to the Pennsylvania address. Inspector explained the importance of sanitation and rules and fines.

C-8-07 RECEIVED ANONYMOUS COMPLAINT 08/14/07

RE: Genetta Honaker, #17413, Rt. 1 Box 203 Union, WV.

Anonymous caller reported Genetta is giving perms to those who are not relatives in her home. She said she is also cutting hair and that she has been reported to us before but nothing has been done.

Mailed copy of complaint to Inspector Ralph Reed on 08/14/07.

On 08/24/07 inspector investigated the complaint and Ms. Honaker was not found doing hair at home.

C-9-07 RECEIVED ANONYMOUS COMPLAINT 08/14/07

RE: Holiday Hair #13648, Martinsburg, WV.

Anonymous caller reported shop's air conditioner is broken and has been broken for some time. She said she was told the workers are feeling ill. She was very uncomfortable and is concerned as the weather is calling for the temperature to go up tomorrow and nothing is being done. She said she felt faint when she was in there and it is not a healthy situation. It has been out approximately a week.

Mailed copy of complaint to Inspector Lynda Ware on 08/14/07.

On 08/23/07 inspector Lynda Ware went to the shop, there was no manager at the salon, district manager is Jill, they said they would give notice to her and they have 10 days to repair the air conditioner.

C-10-07 RECEIVED WRITTEN COMPLAINT 08/14/07  
(In minutes book dated 08/19/08 as C-64-07)

I want to let you know about a pedicure gone wrong! I had a pedicure done at Pretty Nails at 800 Grand Central Avenue in Parkersburg, WV on Saturday August 4, 2007. I was cut with the razor during the pedicure. By Sunday already I noticed it getting red and tender. By Monday evening I noticed a red line starting up my foot. I went to Express Med in Vienna on Tues. I was put on 2 antibiotics. I am still having trouble with my toe and went back to the Dr. on Monday Aug. 13<sup>th</sup>. They gave me more antibiotic and took a sample to see if I had a staff infection also. The Dr. said with me on as much antibiotic as I was it might not show. As you are aware, this is a growing problem. I did not realize the dangers until it happened to me and I started doing some research on line. I am not sure how often if even you inspect the bacteria in nail salons, but I am asking for some answers. I would appreciate a phone call letting me know what I can do about this. This should not happen to anyone, I am not sure what I will do about it, but I will not go away quietly. I don't think enough is been done and assumed all places are monitored and checked.

On 08/19/07 Board meeting the Board decided the complaint should be table pending receipt of medical evidence that treatment had been given for an infection. The Chair entertained a motion to table the complaint until the next meeting.

As of the next meeting, 10/28/07 no medical evidence was brought forward.  
The complaint was dismissed by the Board.

C-11-07 RECEIVED ANONYMOUS COMPLAINT 08/23/07

RE: Twila Heffelfinger, #20228 (inactive effective 1992), 2118 Presidential Dr., Charleston, WV.  
Anonymous caller reported Twila is performing cosmetology services in her home. One of this caller's clients mentioned she had her hair trimmed at Twila's house and Twila cut it too short. She also mentioned that her daughter is going to have her hair done by Twila at her home for her freshman dance. This operator has been reported before on 02/05/07.

Mailed copy of the complaint to Inspector Barbara Conley on 08/23/07.

On 08/30/08 inspector arrived at 2:00 p.m. at Ms. Heffelfinger's residence. Told her about the complaint and gave her a copy. She said she has a station in her house and cuts her husbands and sons hair. Is a very busy housewife and has her license on inactive. Said she misses the business and if she ever goes back to work it would be in a salon because she is aware of the laws. She said there was no truth to the complaint. I gave her a copy of the rules and regulations and schedule of fines. I also told her if there was another complaint a fine would be issued and warrant for arrest. I advised her to write a letter to the Board or phone director because she felt person filing complaint should have to prove complaint not her (Twila) having or prove innocence to a false statement.

C-12-07 RECEIVED ANONYMOUS COMPLAINT 09/07/07

RE: Nail Tech, shop #13651 & Regal Nails #14515 Both in Fairmont, Middletown Mall & Tygart Mall.  
Anonymous caller reported Jun (unlicensed female from Thailand) working Fridays & weekends at Nail Tech. Also, off and on other illegal nail techs passing through working at Regal Nails in Tygart Valley Mall. Caller stated both shops owned by same person. The Board records indicate that the owner of Nail Tech is Bach Mai Thieu Nguyen M01728 and the manager is Lee Troung M01548. Meanwhile, at Regal Nails we show the owner being Lee Troung and the owner being Bach Mai Thieu Nguyen. Nail Tech was fined on 09/20/06 2.12 \$500 1<sup>st</sup> offense and Vuong Luat Sy 2.10 1<sup>st</sup> offense \$500. On 06/08/07 we received a complaint about unlicensed nail tech working at Regal Nails but when Helen investigated the complaint on 06/13/07 only licensed techs were working.

Mailed copy of complaint to Lynda Ware on 09/07/07, inspector Ferrell investigated results above.

C-13-07 RECEIVED COMPLAINT 09/17/07

RE: Victoria's Family Haircare #14656



Opie Matherly of Shady Spring Barber Shop said he does not want to put in a complaint but would like for you to check out the above shop. We have it listed as a beauty shop and the owner is a cosmetologist. Opie stated she is advertising beauty and barbering on a sign out by the road. He doesn't know for sure but doesn't think there is a barber working there. Also, you approved this shop on 08/07/07. I should have received the 1<sup>st</sup> shop license fee by 09/04/07. I have not received it yet. Please collect it while you are there along with the completed 1<sup>st</sup> shop license application. Thank You.

Mailed copy to Ralph Reed on 09/17/07 with notes. Rec'd payment 09/05/07.

C-14-07 RECEIVED COMPLAINT 09/21/07

Letter from the State Board of Barbers and Cosmetologists was sent to Alicia Craig informing her that it has been brought to the Board's attention that she was allegedly practicing cosmetology in unlicensed facilities by going from house to house. She was advised to cease and desist from this practice.

Copy of the letter mailed to inspector Barbara Conley.

C-15-07 RECEIVED COMPLAINT 09/21/07

Letter from the State Board of Barbers and Cosmetologists was sent to Donna Carter informing her that it has been brought to the Board's attention that she was allegedly practicing cosmetology in an unlicensed facility. She was advised to cease and desist from this practice.

Copy of the letter mailed to inspector Barbara Conley.

C-16-07 RECEIVED COMPLAINT 09/21/07

Letter from the State Board of Barbers and Cosmetologists was sent to Anna Blake informing her that it has been brought to the Board's attention that she was allegedly practicing cosmetology in an unlicensed facility. She was advised to cease and desist from this practice.

Copy of the letter mailed to inspector Barbara Conley.

C-17-07 RECEIVED WRITTEN COMPLAINT 10/04/07

On April 2007, my daughter, my grand-daughter and I went to Lovely Nails to get a pedicures as a treat for my grand-daughters birthday. I was leaving to visit a friend in Texas the following week. When I returned, I took off my polish and noticed the fungus. I started to treat it with some treatment I had in my shop. Nothing worked. I made an appointment with my family doctor (Dr. Hassani) she gave me a prescription but my insurance would not cover it because it was over \$200 and it was not ordered by a dermatologist. So I have been treating it myself until I could get in to my dermatologist. He prescribed Loprox gel which still cost me \$50 even with insurance. My toe nail is split clear down the middle with the fungus at the top of the nail bed. In all the years of my dealing with nails, I have never had a fungus. While I was in that salon, I watched the techs, and they did not sanitize their implements between clients or even clean out the basins where they did pedicures. I wish to be reimbursed for my doctors appointments and my medications. I hope that the inspections of these types of salons will be taken more seriously. My daughter paid cash for three pedicures that day. We would like to be reimbursed for that as well.

On 10/04/07 a copy of the complaint was mailed to the shop owner and she has 14 days to respond.

On 10/10/07 we received a response to the complaint from Thu Thuy Huynh, manager of Lovely Nails. This is Thu Thuy Huynh. I am the manager of Lovely Nails in Westover. A couple days ago, I received this complaint form of Coleen R. Gutta sending from Board of Barber and Cosmetologists. I will not be responsible for what she made complaints against me or my employees. My nail shop always has been following the safety rule of State Board of Barbers and Cosmetologists. We usually sanitize our nail instruments after each use. Linda, the inspector, also regularly come to my Nail shop and check for safety. Furthermore, we have had well-experienced to take care nails for every customer for years. Moreover, the time was so long from April until now. We don't even know if she and her witness had come to my Nail shop for pedicures. Supposedly, she had come to my Nail shop, but actually nobody knows where she again got her pedicure service, what

happened to her toenails, or what she did on her toenails during the long period of time. Again, I will not be responsible because of her unreasonable claim. Thank you for your understanding.

On 10/11/07 a copy of the response was mailed to Ms. Gutta for any rebuttal or comments.

On October 4, 2007 the Board reviewed the complaint, the response from the owner of Lovely Nails and Ms. Gutta's rebuttal. The Board's decision was to dismiss the complaint.

C-18-07 RECEIVED ANONYMOUS COMPLAINT 10/10/07

Anonymous caller reported Hollywood Nails, #14653 is being operated by two unlicensed people. Both have been fined before the same violations. Vu Le Hoang Do and Ha Thi Thu Nguyen.

Copy of complaint mailed to inspector Ralph Reed.

On 10/11/07 inspector Reed fined the shop 2.12 upon inspection of an unlicensed worker.

C-19-07 RECEIVED ANONYMOUS COMPLAINT 10/10/07

Anonymous caller reported Logan Nails, #14714 has just hired 2 male and 1 female workers who do not have a license.

Copy of complaint mailed to inspector Ralph Reed.

On 10/10/08 inspector Reed fined the shop for one unlicensed worker.

C-20-07 RECEIVED WRITTEN COMPLAINT 10/15/07 BY EMAIL

Stephen Ball states that there is a terrible odor coming from a nail salon (Nail 2001 Salon) located in the Walmart store at South Ridge. A copy of the complaint was forwarded to the inspector.

On 10/24/07 a letter was sent to Mr. Ball regarding the inspection of Nail 2001 salon. I am writing to advise you of the results of Mr. Reed's inspection of the nail salon located in the Walmart store at South Ridge. In addition to interviewing you and Ms. Arbogast, he also interviewed employees of the two stores adjacent to the Nail Salon, Picture Me and City National Bank. All reported fumes when the nail salon was very busy. Mr. Reed also interviewed the salon owner, Mr. Tuan Dinh and Mr. Darrell Carter a manager for Walmart. Mr. Reed suggested additional intake vents for the Nail 2001 Salon to vent the excess fumes. Mr. Carter also stated that any associate bothered by the fumes would be assigned to a register away from the Nail Salon if they so requested. Mr. Reed will continue to monitor the salon and to ensure that additional vents are installed.

C-21-07 RECEIVED WRITTEN COMPLAINT 10/22/07

I started at International Beauty School on 02/13/07. I graduated on 07/07/07. I feel I wasn't given the training I need to be a good nail technician. I was the only nail tech. in a room full of cosmetologists. I would read my text book. I did outlines that the teacher would give me. I took the tests from a book that the teacher gave me, also. I was showed how to do acrylics with the cosmetologists. This of course was for only 2 days, because they don't dwell on nails, since they are doing hair. I was put on the floor on 03/27/07. I was never told what to do by a teacher. So I studied my chapter, and after each one got the test book, and took the tests. I was on the floor for over a month, and I kept wondering how did they know how I was doing with clients? So I asked one of the nail techs. She told me, I needed a worksheet. This was to be signed off by teacher after she looked at my clients' nails, or feet. I wasn't aware of this, so for over a month my clients were leaving without being checked. Not once did any of the teachers tell me, they had to check them before they left. I was showed one time how to do a fill in on a client. This was showed to me by the teacher doing a fill in on herself. The 5 months I attended the school, I never did a set of acrylics on a client, which is good that I didn't because I couldn't. We had 2 women from Thailand on the floor. One of them would come to me and ask questions, about their work sheets. So I helped her out, by showing her what she needed to do. I told the teacher I was helping her, and she said, good cause she wasn't going to. I feel that with the training I got at that school, all I needed to do was purchase a text book and teach myself at home. I would not recommend anyone to go to the International Beauty School in Martinsburg. This was a waste of time and money.

Complaint was investigated by Ms. Ware and Ms. Gabbert. Several suggestions were made for improvements in the school which owners indicated they would make.

C-22-07 RECEIVED WRITTEN ANOYMOUS COMPLAINT 09/23/07

Anonymous caller reported Kenneth Platter has a beauty shop in his basement and is performing services without a shop license or a WV cosmetology license. He has a Florida license. Another shop had brought this to the caller's attention because she had lost 5 customers to that shop. Someone complimented a woman on her hair and asked her where she had it done and she told them about Mr. Platter's salon and that she had it done there. The location of that shop is 211 Cole Avenue, Madison, WV.

Copy of the complaint was mailed to inspector Ralph Reed on 09/25/07.

On 10/09/07 we received a lengthy 4 page response to the complaint saying the complaint has no merit.

C-23-07 RECEIVED EMAIL COMPLAINT

I am reporting a girl by the name of Renee Turner who is currently working at Serenity Sun Spa in Shady Spring, WV. She is not licensed but is working in the spa doing cosmetology services such as pedicures and manicures. She usually does these clients in the late evenings. She is hired to be one of the receptionists and cleaning and operating the tanning beds, but since the licensed cosmetologist (myself and a friend) have just recently left the spa now the spa is left with no one to offer these services to clients. My friend and I are very upset with this matter because we have worked very hard to earn our cosmetologist license. The reason for us leaving is because the spa is under investigation with other agencies for many illegal activities going on in the spa. We thought it was best for us and our families to not be associated with Serenity Sun Spa any longer. We are hoping that someone will put a stop to those offering services with no cosmetology license since there are many of us who have earned our license.

On 09/12/07 we received a response from L. Renee Turner. I have seen and understand that a complaint has been filed on me. I have understanding as to why or what Mrs. Tonya Attila's intentions are. I do not perform any services at Serenity Sun Spa that I am not supposed to, my duties include working the desk and basically I am a receptionist. I believe the evening in question that Tonya is speaking of; she had called me at the spa and wanted to speak with me. Another employee, Sheila Warren, was at the spa to tan and I had asked her to grab the phone for me. When she answered she told Tonya that I would call her back that I was doing my pedicure. She insisted that it would only take a minute so I took her call. She asked if I was doing the pedicure on the lady that was scheduled for that day, I had told her not that I was doing my own, I wanted them done before I left for the weekend. She then wanted to confirm my appointment to do my hair, which was supposed to be done at the spa but she decided she didn't want to work here any longer. She did tell me when she left that she would still do my hair, just come to her house. In this complaint Tonya has stated that she and her friend are upset with this matter because they have worked very hard to earn their cosmetology license. I will say that if they worked so hard to earn their license why do they jeopardize it by doing hair and nails in their homes as well as other peoples homes. I may understand it wrong but do you not have to have a salon license to practice in your home? I myself have been offered to take the nail course and am interested going as far as the cosmetology license why would I want to jeopardize this? I have other licenses, which are not currently valid but do not practice without them nor try to. I feel this is a payback or what have you. Tonya and Lisa have a friend that was employed at Serenity Sun Spa but was discharged; they have their little circle and are trying to cause problems for this business. The owners are very respectful people and are nice to everyone but I assure you that there are NO services being performed by an unlicensed person in this spa.

On 10/30/07 Ms. Turner was mailed a letter and the Board decision was to dismiss the complaint.

C-24-07 RECEIVED WRITTEN COMPLAINT 10/24/07

I would like to make you aware of the following information. A dear friend of mine had went to Barber, Jennie L. Edwards. She does business out of her home on AA Rogers Rd., Augusta, West Virginia 26704. Her shop is Jenn's Barber Shop. She had indicated she had been going there for a while. A perm was given to my friend on October 11, 2007. I was under the impression that barbers were not allowed to do perms or color on customers. She had also advised me the condition of the shop since the first time she had visited this shop had really been run down. I would believe inspections would have been done on the shop yearly and would not believe the board would allow a shop to continue to stay open if the shop was in such a condition.

A copy of the complaint was sent to inspector Lynda Ware on 10/24/07.

Inspector Ware went to shop 11/2/07 closed the shop . she was going through a divorce and moved away.

C-25-07 RECEIVED WRITTEN COMPLAINT 10/27/07

I was asked to loan money to Judy Hodgson to purchase a pair of scissors in the amount of \$170.00. At this time she was my supervisor, to purchase a pair of Sharkfin scissors from Central Sharpening Supply. Scissors were purchased from sales girl and she was a witness to the borrowing of this money, and the condition that the money was to be paid by. I've made numerous trips and phone calls and she has intimidated me until I am afraid for my safety. I respectfully request this matter be investigated completely other than just a phone call. Tammy L. Bennett

Complaint going before the Board for review 11/04/07.

The Board's decision was to dismiss the complaint, it is out of their jurisdiction.

C-26-07 RECEIVED WRITTEN COMPLAINT 09/12/07

I would like you to no I went and got my nails done in a shop in Martinsburg, WV and the girl Kimberly did not have a West Virginia license and didn't clean things when she was doing my nails. Europe Nails, 800 Foxcroft Ave. #916, Martinsburg, WV.  
The shop was dirty also!

A copy of the complaint was mailed to the inspector Lynda Ware.

On 11/07/07 inspector Ware investigated the shop. Owner wasn't in, I spoke to her over the phone . 7 licenses on the wall 1 BT, 6MN, only 2 I.D.'s posted only 2 people working had license and I.D. at request. I informed owner Huong Nguyen only licenses posted with picture I.D. by station when they are working and clients at their station. They had 2 bottles that didn't say disinfectant on them and all the stations were dusty and using dry sanitizer but not using properly and all around pedicure station carpet dirty, also drill laying on floor half way back on floor is dusty mess. Open towels in containers on hard sink not in closed container. No barbicide or anything for hand brush to clean nails brush in disinfectant. Back room all chemical setting on floor not in storage. Talk to her by phone and gave her final warning to have shop cleaned and all licenses and I.D. by stations or there will be fines.

C-27-07 RECEIVED WRITTEN COMPLAINT 12/05/07

Dear Mr. Absten: It has come to the attention of the West Virginia Board of Dental Examiners that cosmetologists at the Personal Reflection Day Spa located at 35 Hovatter Dr., Inwood, West Virginia , appear to be practicing outside their scope of practice by providing teeth whitening. Enclosed please find an ad sent to us anonymously and a page we obtained from their website. As you are aware the dental practice act §30-4-1 et seq. requires licensure to practice as a dentist or dental hygienist in the State of West Virginia in order to protect the health and safety of the public. The Board's rules states the performance of intraoral tasks by dental hygienists shall be under the direct supervision of the employer-dentist. Further, applying bleaching agents, after successful completion of a board approved course, is a delegated duty that only a duly licensed hygienists, holding a bleaching certificate, can perform. Therefore, Personal Reflections Day Spa is engaging in the unlawful practice of dentistry. The West Virginia Board of Dental Examiners respectfully requests you investigate this matter and take the appropriate actions. Should you have questions, please do not hesitate to contact me at your earliest convenience.

On 12/06/07 a copy of the complaint, an advisory opinion from the State Attorney General's office and a letter was sent to Personal Reflection Day Spa to cease and desist.

C-28-07 RECEIVED TELEPHONE COMPLAINT 12/06/07

Da-Vi Nails #14432 (inside WalMart) 450 Stewart Lane, Triadelphia, WV. Customers and employees complaining about odors from nail salon.

Mailed copy of complaint to inspector Helen Ferrell on 12/06/07.

On 12/18/07 inspector Ferrell said before going to investigate, I asked while inspecting Fiesta Salon if anyone got their nails done a Da-Vi nails at Walmart the Highlands Elise an employee said she did. I asked if she smelled an offensive odor while there, answer; no more than at any other shop using acetone and doing acrylic nails. Also asked the same question at Lisa's Hair-Um. Lisa the owner said she shops at Walmart but found the odor not unusual from any salon doing acrylic nails but she likes the smell. Spoke with Dominic Aurora store manager. I had Daniel take me to speak with him as the last time I investigated this same salon same reason. None of the managers were to speak with me. Dominick said he was aware of the problem. Enclosed is an email sent to manager Rod. Also while I was in his office Dominick attempted to contact Rod by telephone but had to leave a message. Dominick once again emailed Rod. I check products they are the same as last inspection. Daniel said after being open more than one year at times there is a strong odor. That it may be due to the weather changing from rain to sun. He took me to show me the area he felt it was in from grocery area registers. He said one evening he returned around 11:00 p.m. he returned to salon he could smell a strong odor and the salon had been closed since 7:00 p.m. Daniel feels that the odor does not come from his salon. I informed Daniel that if the strong odor continues and we get complaints there was the possibility his salon could be closed. I asked him if he was using any products that he had not used before the first complaints and he said no. I was in the salon around 3:30 p.m. to 4:00 p.m. there was not a lot of customers. I did not smell any odor. I asked Smart Style manager, if she ever smelled the odor, she said no.

C-29-07 RECEIVED WRITTEN COMPLAINT 12/13/07

I want to remain anonymous in what I am telling you about what is going on in the shop of Classic Styles Inc. at 209 Crossings Mall Elkview shop #8638 Dawn Elmore . owner #22773. Dawn is allowing her 14 year old daughter to cut, color, and foil hair in the shop during business hours and also allowing her to do nails during business hours. I am concerned about this and I know it is not right and not allowed.

Complaint was forwarded to inspector Barbara Conley on 12/13/07.

On 12/20/08 inspector Barbara Conley went to the salon at 4:30 and did regular inspection . all operators present were licensed. Shop was very busy due to holiday season. Owner/manager Dawn Elmore wasn't present. On 12/21/08 I returned to the salon . operators present were licensed . Dawn Elmore was not present. On 01/11/08 went to the salon . all operators present were licensed . spoke to Dawn Elmore . showed her the complaints. She said her daughter was working every other Saturday and some holidays as a receptionist only. I reminded her that her daughter could only that . no hair and nails duties in the salon . she was aware of this. She stated that the anonymous complaint was probably filed by an operator who had left her employment in November

C-30-07 RECEIVED TELEPHONE COMPLAINT 12/18/07

A patron of the Guyan Barber Shop, Sidney Maynard was in the shop today around lunchtime. There are 2 barbers. The one servicing Mr. Maynard according to him was about in his late 20's or early 30's. He used the same towel on the client before Mr. Maynard, then used it on Mr. Maynard and then again on the client following Mr. Maynard. Also, after using the razor he just put it down at the sink. There was no sterilizer there.

On 12/19/07 mailed a copy of complaint to inspector Ralph Reed.

On 12/22/07 inspector Ralph Reed talked to the barbers and both had sanitizers.

C-31-07 RECEIVED TELEPHONE COMPLAINT 12/18/07

Mr. Winfree alleges that Ed Cornell is operating an unlicensed barber shop at Fields Creek in Winfred, WV. The building is just beyond the church and is owned by Sidney Perdue. Complaint was received by Larry Absten via telephone.

On 12/19/07 inspector Barbara Conley interviewed at Pat's Beauty Shop in Chesapeake, WV and at post office in Winifred. I located the residence of Sidney Perdue and found out rumored cutting was being done in house behind residence. I drove by between 11:00 and 12:00 no one was present. On 12/28/07 did another drive by between 3:00 and 3:30 no one was present. 01/10/08 at 10:00 went to residence and introduced myself to Sidney Perdue. I told him of the complaint. He said Teddy cuts his hair and once a month he cuts some of the neighbors in the building behind his residence. I told him this was illegal and to tell Teddy to stop immediately or Fine #2.5 for \$200.00 would be issued. I then gave him a copy of the rules and regulations, schedule of fines and a shop opening application.

## C-32-08 RECEIVED WRITTEN COMPLAINT 01/09/08

I am writing this anonymous letter, I do not care what information you share, just as my name is not revealed. I am a student at the Morgantown Beauty College. I have been there for quite a while now and I feel like the handling of money and hours is not right. %Charges+seem to appear out of nowhere, and the school makes and changes rules as they like, which end up costing the students more money. Our tuition is running over 12,000 dollars now. We have cockroaches in our school as well as unsanitary conditions in the clinic floor class room and the dispensary. The students work very hard to keep everything we have clean, but much needed updates are made to the school. As for the money, it is not just a flat tuition fee, plus a missed hour fee. There are many extra charges that seem to occur. As well, as hours mysteriously disappearing hours, that are not adequately corrected. I would much appreciate some one to please handle this. We are also losing theory time in order to be on the clinic floor. As for suggestions, I would think it would be a great opportunity if in our last 100-200 hours we would be permitted to shadow in salons to find which environment we best fit in. I feel that this would be beneficial to learn different things from different people. In addition, I believe that it would be a great stepping stone on graduation from beauty college. These of course would have be board approved days, times and hours agreeable with the salon owners. West Virginia holds one of the higher amount of hours of school, and take back what information we have learned and possibly submit an essay on things observed and learned, or possible a daily log. I would find it very kind of you to please take what I have to say into consideration.

On 01/09/08 a copy of the complaint was faxed or mailed to Morgantown Beauty College, Inc.

On 01/11/08 we received a fax from Morgantown Beauty College, Inc. stating for a complete list of fees, please refer to our student handbook, available online at Morgantown Beauty College.com. In December 2007 we were inspected by the State Board and passed. Our recently completed financial audit revealed no discrepancies.

Complaint and response were reviewed by the Board and the complaint was dismissed.

## C-33-08 RECEIVED A WRITTEN COMPLAINT 01/11/08

Anonymous complaint against Traci Browning. I am a hair customer at this salon and I have noticed they have a new nail tech. I was considering getting my nails done but I have noticed the nail tech does not have her licensed posted. I have also researched on the website to see if she is licensed but her name is not on the list of licensed manicurists. The nail tech at this salon works regularly at this shop and I am just a concerned customers and concerned about my safety and the safety of others.

On 01/11/08 inspector Reed was by the shop. Nail tech is working on a Board issued work permit, not yet licensed so she is not on our website. Complaint is without merit per Ralph Reed.

## C-34-07 RECEIVED VERBAL COMPLAINT 12/18/07

Inspector Lamona Casto phoned in to have a warning letter sent t Regina Beall because it was reported to her that Regina has been working out of her home.

On December 26, 2008 a letter was received from Regina Beall stating that she works 40 hrs. a week , has a kid in basketball 5 days a week, stated where her son and husband got their haircut, gave names and numbers and gave the name of the place where her daughter gets her haircut. She states she cuts her two grandmothers hair and that is all.

On 02/03/08 the Board of Barbers and Cosmetologists reviewed her response to the complaint and dismissed the complaint based upon the information provided.

## C-35-07 RECEIVED WRITTEN COMPLAINT 01/22/08

Mary Pennington mailed in a complaint regarding Eunice Hicks at Cost Cutters in Logan, WV. (Walmart). My daughter was getting a perm in her hair and the stylist doing the perm did not stay until her hair was done. She left her setting under the dryer to dry herself. She then gathered her things and left because it was 7:20 and she got off at 7:30. So the stylist doing my own hair after finishing me had to check my daughters hair and make sure it was dry and complete the service. I feel this was unprofessional. I feel that no matter what time the stylist got off work she should have finished her customer.

On 02/08/08 we received a response from Eunice Hicks. In response to a client complaint concerning me, Eunice Hicks I am employed at Cost Cutter in WalMart at Logan. I did a perm on the little girl in questions, the perm turned out very well, so I put her under the dryer to dry, and proceeded to clean up my station and prepare to go home at quitting time. In this time the little girl was under the dryer and almost dry. April McCann was doing her mothers hair so I asked April if she would take her from under the dryer and she did. I apologize for any misunderstanding.

On 02/08/08 we received a response from Dorothy Rockhold. This letter is in response to the letter you sent to us concerning Eunice Hicks. She conveyed to me that she gave the girl a perm and put her under the dryer to finish drying, and as April McCann was doing her mothers hair, Eunice clocked out at her quitting time and left her to be checked out with her mother. Salon Manager, Cost Cutters, Logan, WV.

On 5/4/08 the Board reviewed the complaint and their decision was to dismiss the complaint.

C-36-07 RECEIVED ANONYMOUS COMPLAINT 01/23/08

Anonymous caller reported she had her hair cut by Debbie Wood in the recreation room and than in Debbie's apartment. Debbie did not charge for the haircuts but accepted donations. The caller said she caught scabies from this both times. She was treated at Huntington Hospital. Caller was afraid she would be evicted is she gave her name.

Mailed a copy of the complaint to inspector Barbara Conley on 01/24/08.

2<sup>nd</sup> Attempt 04/13/08 and 03/11/08. Through phone calls found out that Rt. 3 Box 1017-S Wayne is a charter house, a high rise for the elderly or disabled. I went to Debbie's apartment at #404. I told her she had been reported for cutting hair in her apartment and the recreation room. She said she had cut about 5 residents as a favor she thought it was a ministry for her. She said this was over a 5 month period. She said she hadn't cut anyone in over a month because she suffers from lupis and fibromyalsia. I gave her a warning . told her to stop immediately and if we received another complaint I would return and a fine would be issued. I also gave her a copy of the rules and regulations and a copy of the schedule of fines. I then went to the apartment of the assistant manager, Judith Hodge. I told her about the complaint as the recreation room had been used. I also gave her a copy of rules and regs and schedule of fines and told her I would return if there were any further complaints. She said she would inform the manager Norma Belt who wasn't present. Debbie Wood is licensed . lapsed #19428. She used to live on Lee St. in Charleston and taught at Charleston School of Beauty Culture.

C-37-07 RECEIVED ANONYMOUS COMPLAINT 02/04/08

RE: Fantastic Sams, Teays Valley. Anonymous caller reported she had her hair cut there several times and the shop is very dirty. Shampoo bowls are dirty and nasty in the back. Color bowls have stuff in them and are laid up there for days and what is in them has dried up. There's hair that's been in the same spot for days. Hair is not being swept up and some has been o the floor for weeks in the same spot without being swept. Coffee pot dirty. Caller said she was not an employee.

Mailed to inspector Barbara Conley on 2/5/08.

On 03/05/08 inspector Conley investigated complaint. Shampoo bowls needed cleaned, back area was clean. Clean bowls and 1 towel with used rods in them were picked up while inspector was there after operator finished the perm. Dirty color bowls in sink in supply room. Some mopped up hair against back bar and some hair behind hairdryers. Coffee pot okay. Wrote up shop for shampoo bowls and and floor at shampoo bowl and behind hairdryers and she would return to inspect in about a week. Manager thinks complaint was called in by an ex-employee. On 03/13/08 inspector returned and all corrections had been made.

C-38-07 RECEIVED ANONYMOUS COMPLAINT 02/05/08

Anonymous caller said she knew for sure that Yvette Williams was running a business out of her home at 335 Westmoreland Dr. Dunbar, WV 25064.

Mailed a copy of the complaint to inspector Barbara Conley on 02/06/08.

On 2/07/08 inspector Barbara Conley went to her address at 12:30 on 2/07/08. No one was home. I left a copy of the complaint, warning letter, copy of rules and regulations with #1 highlighted and a copy of schedule of fines.

C-39-08 RECEIVED ANONYMOUS COMPLAINT 01/25/08

Anonymous complaint . Hot Nails #13846 in Barboursville has hired 2 unlicensed nail techs. On 2/01/08 at 3:45 inspected Barbara Conley parked on lot to observe entrance of Hot Nails . watched until 4:15 could tell salon was quite busy as at least 5 people entered and left immediately. I entered salon at 4:15 . 4 operators were servicing 5 clients and there were 5 clients waiting in waiting area. I proceeded with inspection . all 4 operators were licensed. Unfortunately, I think I arrived 5 or 10 minutes too early as another asian girl entered the salon while I was inspecting. I confronted her about her license and she said she just stopped to visit. As I was finishing inspection she left. As Amanda Nguyen owner/manager was signing inspection form I told her of the complaint. She denied the idea of her hiring unlicensed techs as she knows it would be a 2<sup>nd</sup> offense and the fine would be \$1,000.00 for each unlicensed tech. I then asked her about the girl who came and left. She said she was a student friend just visiting. I then went to my car and parked it in front of the salon and observed until 6:00 p.m. . When I left, the salon was packed and at least 10 clients were waiting. I will return on another Friday evening at a later time.

C-40-08 RECEIVED ANONYMOUS COMPLAINT 02/07/08

Anonymous caller reported that Misty Williams #036043 (inactive), Instructor #000815 has been performing cosmetology services out of her home on Mondays when she is not working as a student instructor at Mountaineer Beauty College.

Mailed a copy of the complaint to inspector Barbara Conley on 2/7/08.

On 02/20/08 spoke to Misty Williams at the Mountaineer Beauty School and explained to inspector Conley that she is definitely not doing services out of her home and she is really upset about this. Ms. Conley suggested she call the Director, Mr. Absten at the Board. Misty phoned Mr. Absten and told him these complaints were becoming harassment. She suspects Phyllis Boyd. Misty's husband wanted her to contact a lawyer.

C-41-08 RECEIVED ANONYMOUS COMPLAINT 02/08/08

Anonymous person phoned . I told her to put it in writing or fax the complaint but she just wanted to tell me . She has been going for a couple of years to this shop, #13285 Sharp & Sassy's Glamour Gallery Day Spa in Parkersburg and she said they do great nails and she likes everyone there but she said that that place, the floor mainly is filthy. She said several times she has used the employees only restroom because the customers restroom was occupied and said they had all their nail utensils in the bathroom sink which was very very dirty and she said something about the pedicure tub or something being in that bathroom and it was very dirty. She didn't know if the inspector was allowed to inspect their restroom.

Mailed copy of the complaint to Lamona Casto on 02/08/08.

On 04/04/2008 inspector Lamona Casto investigated complaint and change of ownership was soon to take place and the problems had been discussed at last inspection with current owner. Some changes have been made and future owner Traci Fox said more would be done when ownership changed. Shop sold June 2008.

C-42-08 RECEIVED ANONYMOUS COMPLAINT 02/08/08

Anonymous caller reported that an unlicensed Asian male is performing nail tech services on customers each day at Regal Nail Salon & Spa #14282 in Logan, WV. He comes in after 1p.m. to avoid the inspector. He is approximately 42 to 45 years. His first name is Thanh.

Mailed copy of complaint to inspector Reed on 02/08/08.

On 02/26/08 salon owner was fined for unlicensed female worker.

C-43-08 RECEIVED ANONYMOUS WRITTEN COMPLAINT 02/09/08



I am writing this letter to inform your office of a number of complaints regarding the following salon: Pure Nature Salon & Day Spa, 1402 Speedway Ave., Fairmont, WV 26554, owned by Johannah Dean. I hope that you will review the following issues and investigate them accordingly. Johannah Dean does not have a high school diploma or a GED. She has said this herself before several people on more than one occasion. The validity of her license and Cosmetology education should be investigated. The lengthy letter is mostly complaint about unsanitary conditions, dirty implements, not properly disinfecting the foot bath. Please consider these matters carefully and have them investigated by a state inspector. I trust that the matter will be handled accordingly by whatever means deemed appropriate by state laws.

Lynda Ware investigated the complaint on 02/13/08 and she found the shop in great shape except for the barbicide jar did have particles in it but wasn't bad. I told her to make sure she changed often when dirty and clean combs. Otherwise the complaint was without merit.

C-44-08 RECEIVED TELEPHONE COMPLAINT 03/11/08

Tina Stotler called to report that one of her clients came in talking about, %All By Hands Spa+shop #14743 a new salon. He said there was sawdust all over the floor as they are still finishing the building. The owner, Stacy Sala had paint all over her shirt. She is advertising she is open. She has no running water and filled a scrub bucket from next door and brought it over to do his pedicure. The bucket was filthy. She had to stop 3 times during the service. She had to run next door again to buy some lotion just to finish the pedicure. The owner's father is doing the construction and was sitting at the reception desk in filthy clothes. Stacy's been open and performing services at least since the beginning of February. You can reach Tina Stotler at 304-258-0905, Wed. Tues., and Sat.

Mailed copy of complaint to inspector Lynda Ware on 3/12/08. Note: This is the shop you have tried to inspect several times & I have sent notice out for her to contact you to make an appointment for an inspection. Per Tina, the man Stacy serviced paid \$55 for this pedicure.

C-45-08 RECEIVED WRITTEN COMPLAINT 03/17/08

Anonymous complaint re: International Beauty School. I am a current student at the school and I enrolled as a nail tech and they have put me in a class with the aestheticians. The teacher that teaches the class is more worried about teaching the aestheticians than us nails techs. There is a nail teacher there who is Ms. Long but they took her from being a nail teacher to cleaning the school. She is a really good nail teacher. I never have gotten my workbook that I need. The teacher that is teaching me now Mrs. Glover does not give me the outlines or necessary papers that go with the chapter. But the other nail techs get their things and I just get pushed aside. I don't have enough hours yet to be out on the floor yet and have not been taught what to know but they want to put me out there. They show movies to help us learn but the other nail techs don't get in trouble for not watching them but I do. I get ignored in class unless an aesthetician wants to use me as a facial demo then they want to talk. I was told I had to get a tetanus shot but the others didn't or wasn't told to. I'm not getting the education or respect I need to know what to do. I think Ms. Long needs to be put back as the nail teacher and teach us nails techs so we can get the knowledge we need. I'm not paying \$3,000 to get ignored and uneducated I'm paying to learn so something needs to be done soon!

On 3/18/08 faxed copy of complaint to school for their response within 14 days.

On 03/19/08 we received a response. To Thom It May Concern: This letter is in reference to the complaint that you received from our nail student, Georgie Breedon on 3/14/08. We have been counseling her about her attendance and unsatisfactory grades. I have been asked to do the esthetic class and the nail tech theory, while Mrs. Whorton handles all of the practical work with the nail techs. I have been doing my job as required. We are in anatomy with all students. Lectures, outlines, and worksheets are handed out daily followed by needed reviews and tests. I have worked hard to meet the obligations that I have with my students. I show related videos to all of my students to increase their practical knowledge. I have 11 other students who are well pleased with the program. Sharon Glover, Master Instructor.

C-46-08 RECEIVED WRITTEN COMPLAINT 03/19/08

Hi I am a stylist in Berkeley Springs and have had several customers come to me to fix eye brow, and several other types of waxing and I have been informed that Dora Grove and Kim Black are the ones performing them. I have called State Board and I was told they both only possess nail tech licenses. Thank You for your time. Shop Kalifornia Tanning & Nail.

On 03/28/08 inspector Lynda Ware investigated complaint and told Dora and Kim they cannot do waxing of any kind. They said they would not do it anymore and that they only did it for a friend.

C-47-08 HAD TO DELTE #47 IT WAS A REPEAT OF #56 ALREADY NUMBERED ON BOARD MEETING.

C-48-08 RECEIVED TELEPHONE COMPLAINT 03/21/08

An anonymous caller complained about going into Kalifornia Tanning & Nail and finding the owner, Stacy Sala giving a manicure to a client at the reception desk. The caller said Stacy has no running water.

On 03/21/2008 shop was called and left a message to close doors. Complaint was mailed to inspector Lynda Ware.

C-49-08 RECEIVED TELEPHONE COMPLAINT 03/20/08

Telephone complaint from customers regarding an Ohio Barber is cutting hair at Kar-In-Hair in Wheeling, WV. His name is Charles Dunn. He works every Friday and Saturdays.

On 03/28/08 inspector Helen Ferrell arrived at the salon. Crystal Smith license #29162 was cutting black male's hair. Two other customers were waiting to get hair cuts. I asked Crystal if when she got a chance could she speak with me. She said of course. Upon completing the hair cut in private I told Crystal there was a complaint concerning a Charles Dunn cutting hair at this salon. I asked if she knew Charles. Crystal said yes, she did know him but he did not cut hair there. I asked if he had an Ohio Barber license. Crystal said she did not know. I said you do know that he or no one else can work a WV salon without a WV license. She indicated she understood that. I told her if Charles had his Ohio license he could contact Charleston and request an application for reciprocity. Crystal said she realized that. She also realized no one is permitted to work in a salon without WV license. I will continue to check on this complaint when in this area on Friday.

C-50-08 RECEIVED TELEPHONE COMPLAINT 03/26/08

Anonymous caller stated Janet's Hair Designers was dusty and dirty.

3/26/08 copy of the complaint was mailed to inspector Barbara Conley.

On 04/22/08 inspector Conley returned to the shop and inspected again. all corrections had been made. Windows cleaned, floors cleaned in all corners, supply room straightened up and all trash cans emptied, furniture cleaned, hydraulic chairs and hair dryers, work stations cleaned, bathroom lavatory cleaned, manicure area cleaned up. new files and buffers, clippers cleaned. general appearance good.

C-51-08 RECEIVED TELEPHONE COMPLAINT 03/31/08

Anonymous caller reported Donna Galloway's shop Hair to Please is filthy and cluttered. The walls are dirty. She uses a plastic garden chair under her dryer. The shampoo room is so cluttered there is hardly room for a client to get into the chair. Even the electrical outlets/wires are filthy. Caller did not see a barbicide jar at Donna's station. She said the other girl working with Donna has a separate room and is fairly clean.

Mailed copy to inspector Ralph Reed on 03/31/08.

On 04//12/ 08 Hair to please was investigated and fined for several violations.

C-52-08 RECEIVED EMAIL COMPLAINT 04/09/08

Received an email from Mr. Duff from the Dental Board regarding an article in the Metro Kanawha paper stating Kanawha City's Riah Styling Salon is performing artistic teeth in their spa. Article states the latest fashion artistic teeth. Tooth Fairy Jewelry offers various colors of Swarovski crystal from Austria. The crystals are attached with dental glue and can be removed at any time, with no harm to the tooth. White gold and 18k gold pieces are also available and come in various shapes, such as hearts, moons, stars and circles. The Board reviewed the complaint and decided it was not dental practice. The Board dismissed the complaint.

## C-53-08 RECEIVED COMPLAINT 02/08

Lamona Casto received a complaint about Sharp & Sassy's Glamour Gallery. On 04/08/08 Ms. Casto went to investigate. A change of ownership for this shop will take place soon. I talked to Dawn Hall, the present owner, and Traci Fox, one of the new owners about the complaint. I had discussed the issues with Ms. Hall, last inspection 1/23/08. She and Ms. Fox were very appreciative that we had discussed the issues with both of them. Improvements had been made and Ms. Fox told me more would be done when ownership changes.

## C-54-08 RECEIVED TELEPHONE COMPLAINT 04/14/08

Anonymous called RE: Summer Black M01425 doing hair at Betty's Unique Styles 14494 . you can call and ask to get your hair done by her.

Mailed copy of complaint to Lamona Casto 04/16/08.

On June 3, 2008 inspector Lamona Casto went to the shop. I was at Betsy's Unique Styles today. Owner, Betsy McClain was not there. I talked to Summer Black about the complaint. She told me that she had friends but she had never done hair in the shop. I told her that it did not matter, that she was not to do hair. I told her it was a \$500.00 fine. I apologize that this was not done in a more timely matter.

## C-55-08 RECEIVED WRITTEN COMPLAINT 03/20/08

I went to Walmart Salon to get my ends clipped by Cindy Rucker. She cut my hair extra short I was very unhappy with it. I called back to the salon when I made it home asked to speak to a store manager and explain the problem she told me wait a month and come back we can trim your hair. I said my hair is extra short and she said when I needed to do. I said I called Board of Cosmetology or attorney. Thank You, Evelyn Dudley

On 03/25/08 a copy of the complaint was mailed to Cindy Rucker to respond within 14 days.

Received a letter from Lisa Pulley and she did not work at that salon. She is the manager at the Southridge Salon.

On March 31, 2008 we received a faxed response from Cindy Rucker. Dear Director, this is in response to the complaint by Evelyn Dudley, Heather Bower was the stylist that cut Evelyn's hair. When Evelyn called I answered the phone and she was complaining about the cut. I suggested she come in and allow me to see her hair and was not happy about that, so I suggested she wait a few weeks and come back in and she said she was going to contact an attorney and hug up. All she got was a trim she has ethnic hair it was approximately 2 inches off her shoulder before the cut. Why did you send this complaint to Nitro Store? I just got back in town and it was faxed to the South Riege Shop. Thank You, Cindy Rucker.

On 03/31/08 a copy of the response was mailed to Evelyn Dudley for any rebuttal or further comments.

On 5/4/08 the Board reviewed the complaint and their decision was to dismiss the complaint.

## C-56-08 RECEIVED WRITTEN COMPLAINT 03/19/08

I am a student at the International Beauty School and I am a nail tech. I am currently in a room with estheticians and the teacher Mrs. Glover is teaching the estheticians and trying to teach the nail techs. I don't have a workbook and I don't get my outlines like I am supposed to have in order to pass the class. I get ignored and when I ask for my papers to do what I need to do, the teacher acts like she don't want to teach me. Ms. Long is a nail tech teacher and she is very good at what she does about teaching nails. She gets the outline for you and there when you need her. She should be teaching nails instead of cleaning the floors. The owner won't see you when you have a problem, you have to be put on a list, if she has time she will see you. There is roaches crawling on the floor and on the walls. Someone needs to come up and inspect the place as there is a lot of students haven't had their tetanus shots and I got one and they want to put me on the floor and I haven't had the skill or been shown how to go on the floor. You can't teach classes in one room there needs to be a separate room for nail techs and not have a teacher put a book in front of you and tell you to just do the work like high school. I am there to learn a skill and I need a teacher that is willing to teach the class just for nail techs only. Hairdressers make fun of me and they follow me around especially one of the girls and I don't know if she is going to do anything to me or not. I have not said anything to her but I am not going to be afraid to go to school and fear for my life either. I haven't gotten my kit yet and I have been in school and I am paying

back a loan so something needs to be done. Ms. Long is a hands on teacher also and she's really good with showing you different ways to do nail designs. Please put her back teaching. I have to watch the videos and the other 2 nails techs in class don't which isn't right. They get their outlines and everything they need and don't have to do what I have to do. The owner don't come in until after lunch or whenever she feels like it.

Faxed to school for response on 03/19/08.

On 5/4/08 the Board reviewed the complaint and their decision was to dismiss the complaint because it was without merit.

C-57-08 RECEIVED WRITTEN COMPLAINT 04/21/08

I am writing this letter after much thought regarding the practices of Fiesta Hair Salon and a stylist by the name of Allie. On March 27, 2008, I took my granddaughter, Kelsy Westfall, to this salon for a curly perm that I know as a spiral perm. We were told the cost of the perm which was \$115 for which I agreed to have the perm done. My granddaughter has shoulder length hair for which the stylist made a recommendation for a particular hair rod to roll the hair. There was nothing said about a guarantee if the hair was rolled on a particular rod. I am not a hairdresser and know nothing about doing perms so I took her word on what she would use to roll the hair. She did make the comment that nothing was guaranteed beyond using a white rod. Well, the way she presented the rods, the one used (orange) was not beyond a white rod. She rolled the hair, put the chemical solution on it and said that it had to set a while to develop. In the meantime, my other granddaughter and I left briefly to do some shopping in the mall. We returned about twenty minutes later at which time, the hairdresser (Allie) was washing the hair and getting ready to dry it. My granddaughter being a kid just wanted to look good. So when asked she said that she loved her hair. Unfortunately, the hair had no visible curl but slight kinks which looked as if the hair might have been braided. SO I let this slide and paid the hairdresser. Kelsy was told not to wash the hair for 48 hours. She did not wash the hair until 3 days later. At this time, she did not have any curl at all. She did not use a brush on the hair but a hair pick. At the time, I called the salon and discussed this with the manager in the shop known as Dee who said bring her back and the hairdresser would look at it and that we had 10 days from the time the perm was put in to have it redone. Well, we returned to the salon on Saturday, April 5. The hairdresser was not in that day but I was told that they would not do anything to correct the situation. This has made me extremely angry as I tried to do everything that they told me to do, so I said that I would return when the hairdresser was in. Time was running short so I called her instead on April 6, and I got the same story. No apologies, nothing. So I asked for Allie for her last name and was told that they did not give out last names of their hairdressers. No thinking, I should have looked for her licensed which I know has to be displayed. Also, I have found that any reputable hair salon and hairdresser has a business card with the name listed on it. Why the big secret? This makes me wonder if they have done this same thing to other people. This is a very shoddy business practice. At this time, I informed both the manager and Allie that I would be filing a complaint against them with their State Licensing Agency, as well as contacting Visa to contest the charge as we did not receive a complete service and the salon's so called guarantee was not honored. I have been to many reputable hairdressers over the years and have found that they to accommodate their clients. But these people were very insulting in their attitude and would not work with me on this problem. I am very dissatisfied with the service and treatment at this salon and will never return. Thank you for reading my complaint. Any assistance you might be able to give in resolving this matter would be most appreciated. I feel that I paid a lot of money to the salon and hairdresser for a service that was not honored. I can be reached during the day at 304-562-3769 and would be glad to return any calls. Pauling L. Robson.

On 04/21/08 a copy of the complaint was mailed to Fiesta Hair Salon for their response.

2<sup>nd</sup> Notice mailed July 18, 2008 for their response.

The complaint and response was reviewed by the Board and the complaint was dismissed.

C-58-08 RECEIVED ANONYMOUS COMPLAINT 04-28-08

Anonymous caller reported his wife had her nails done at a nail shop inside the Walmart at Corridor G, on Mountaineer Blvd. The nail tech named Jimmy hurt her so bad she came out crying. She had scrapes & cuts on 9 fingers. The nail tech also cut his finger. She was there on 04/26/08 around 7 p.m. It's been 36 hours and her hands are still swollen and tender to the touch. She's been worried about HIV. She didn't leave the shop in the beginning because she is timid and feels intimidated in public-per her husband. Per LWA I advised him to call her doctor and ask his advice. I told him we could not force the nail shop to pay the doctor bill.

Mailed copy of complaint to inspector Barbara Conley 04/29/08.

On 5/10/08 inspector Conley investigated, before I entered the salon I ran into one of the nail techs in Walmart. I asked him which nail tech went by the American name of Jimmy. He identified him for me and he is working today. I then entered and inspected the salon. I found a couple of used nail files and a used buffing block at a couple of the tables that were not being used. There was barbicide at each station. The nail tech who uses the name Jimmy is Phan K Phung #M02141. I then told the owner Tuan Q. Dinh #m00440 of the complaint. He also read the complaint. His immediate comment was %6 they had contacted him he would have made some kind of adjustment. He also showed me a sign they have posted for comments. Sign posted said #1-866-279-8190 [comments@regalnails.com](mailto:comments@regalnails.com). I also spoke to Jimmy . he remembered the incident said she moved and he also cut himself. I explained to him the dangers of exchanging blood for him and the client. Also that when a cut occurs that he should apply and antiseptic liquid bandaid and gloves before proceeding with service.

C-59-08 RECEIVED ANONYMOUS COMPLAINT 04/15-17/08

Anonymous caller stated 2 unlicensed people doing nails at Hot Nails in Barboursville, WV. Inspector Conley entered shop on 4/25/08 at 5:10 p.m. 3 nail techs doing nails . 2 doing pedicures . I recognized all but one male doing a pedicure . I went to him and ask to see his license. He got up and asked me to follow him to the back of shop. He explained to me that he wasn't licensed in West Virginia. I told him to leave shop immediately. I returned to the client receiving the pedicure and told her who I was and that I was sure someone else would complete her service as the one who was doing it was not licensed. I then wrote fine #2.12 for \$500.00 to Tony Dang the new manager. I told him there would not be a change of ownership inspection done or new license issued until the fine was paid.

C-60-08 RECEIVED ANONYMOUS COMPLAINT 05/01/08

We have received a complaint from the West Virginia Dental Board regarding the enclosed advertisement. (Smile bright with smile cosmetics teeth whitening . from Kalifornia Tanning & Nail Salon, Inc.) Letter sent to Kimberly Black & Dora Grove at Kalifornia Tanning & Nail Salon. Please find enclosed a copy of the Attorney General's opinion stating that the teeth whitening services that you are advertising are not within your scope of practice and in fact are a violation of provision of the Dental Practice Act. Therefore, please cease and desist all such services immediately and refrain from advertising these services.

C-61-08 RECEIVED PHONE MESSAGE COMPLAINT 05/01/08

Ms. Williams left message saying she was a customer in the Sears Salon in the Huntington Mall on Sunday, 04/27/08. She said the girl that was working only had a work permit and there was no one else around. She also said the salon was filthy. She reported that there was perm rods that still had the papers on them laying and had not been washed. She also said there was hair lying all over the floor. Se felt that the Health inspector needed to go to the Salon and check things out.

On Saturday 5/3/08 inspector phoned the manager of Sears Salon, Betty Griffith and told her about the complaint. She said Mrs. Nafe the owner after receiving a copy of the complaint, had phoned her and told her Michelle (one on permit) was pulled from schedule Sunday 05/04/08. Mrs. Nafe told Betty she wasn't aware of law that work permit employees had to be under the supervision of licensed operator. Betty then told me that there were no perms on the schedule for Sunday 4/27/08 and that only 4 haircuts had been done that day. Betty wasn't present on Sunday 4/27/08 but when she left on Saturday evening 4/26/08 there were no dirty perm rods and floor had been swept and when she returned Monday 4/28/08 there were no dirty perm rods and floor was swept. Michelle took her state board exam on 5/6/08. Michelle said someone was in the hall of the mall and had taken a video of her on the Sunday in question. Today 5/23/08 I went to the salon and inspected I had been there 4/2/08. I that date I wrote the shop up because the floor needs waxed and buffed and a couple stations needed cleaned. Today I observed there were no dirty perm rods and floor was swept and stations were all clean. However the floor does still need mopped, waxed and buffed. Betty said Sears was responsible for that and they hadn't been able to get them to be responsive. I told her to give management a copy of inspection report and see if that would help.

C-62-08 RECEIVED TELEPHONE COMPLAINT 04/11/08

The city fire inspector for Princeton received an anonymous call that shop Cloud 9 Hair Design, #14038 was a fire hazard.

The complaint was referred to the fire inspector for resolution.

C-63-08 RECEIVED WRITTEN COMPLAINT 05/06/08

My wife wanted a Chinese bob, she called the Charleston School of Beauty Culture they told her that they do it all and it only cost \$5 for the hair cut. On 4/17/08 my wife went into the Charleston School of Beauty to get her hair cut. She specifically told the instructor and the hair dresser exactly what she wanted. Using hand gestures my wife said I want the front of my hair to start at my chin and angle up to the back. I want the back of my hair to be stacked. This being the general lay out of a Chinese bob, the women and the instructor assured her that they know what she was talking about and would do exactly that. The hair dresser then proceeded to cut my wife's hair. The whole time the hair dresser never spoke or gave any indication of anything being wrong. After she had finished butting my wife was handed a mirror to view the result. My wife was in complete shock. Her hair was nothing at all like she had described. It was a man's haircut, it was uneven a random chunk was taken out the right side. On 4/22/08 went back to the school and they gave her a new hair dresser and the same instructor. The new hairdresser cut away for a while and became confused. She asked the instructor for help. The instructor cut for a while and then acted as though she fixed the problem. My wife viewed her hair and it was not fixed. On 4/24/08 I called the school to speak with a member of their board of directors. Judy Hall was the woman I spoke with next. She told me that she was a director and I told her about the situation. She suggested coming in to have them once again try and fix my wife's hair. I then told her that we were only asking for a compensation of \$35 to go to another hairdresser. She told me that she would have to talk to the instructor and the girl who originally cut my wife's hair. She said that she would be in Tuesday. She told me she would call me back. I phoned back on 04/29/08 and Ms. Hall was not in the building.

On May 29, 2008 received a response from the school (10 pages in length). As you are aware we are a school of cosmetology and barbering and as such we have signs posted that all work is performed by supervised students. This is posted throughout our clinic and printed in all of our advertising (including our price list at the front desk). We make no guarantees of student work; however, we do strive to supervise our students when performing services on the public. Ms. Dean had gotten her hair cut in our school on April 17, 2008 and again on April 22, 2008. I received a call from James Dean who said his wife had gotten her hair cut in our school and it was cut too short and was not what she had asked for. They said they had talked to another hairdresser and she could fix it for \$30.00. I told him that if the cut was too short, no one could make it longer. I informed him that I would reimburse her the \$5.00 for the haircut, but that I would not give him \$30.00 for a haircut. This complaint will go before the Board on August 17, 2008.

Dear Ms. Deam,

The West Virginia Board of Barbers and Cosmetologists has reviewed your complaint regarding alleged unsatisfactory service you received at the Charleston School of Beauty Culture. The Board Also reviewed the responses by the school owner and staff members of the school The Board regrets that you were displeased with the services that you received but believes the school made every effort to correct the problem including offering to return your money. There are signs posted which plainly state that all the services are performed by students and as such you should be aware that these people are still learning and you should not expect to receive the same results that you would expect in a professional salon. Therefore, the Board's decision was to dismiss the complaint.

C-64-08 RECEIVED ANONYMOUS COMPLAINT 05/12/08

Anonymous caller reported unlicensed shop Stylez Day Salon & Spa, 1220 Morgantown Ave., Fairmont. Manager of shop is Kimberly Wise #35497.

Lynda, I believe Stylez #14357, 323 Fairmont Ave., Fairmont either changed locations or opened a 2<sup>nd</sup> shop. I do not have an application from them for either. I show Jaclin Hall as the owner of shop #14357. She is not licensed. Kimberly Wise is the named manager of that shop. To date she also has not renewed her cosmetology license.

Mailed to Lynda Ware 05/12/08.

On 06/17/08 inspector Lynda Ware called from this clients new location that she never let us know about. Lynda is fining her \$200 for not reporting her change of location , \$100 for not renewing her cosmetology license when warned on 3/4/08 and also is collecting \$50 to renew her cosmetology license, \$25 for shop inspection fee and \$25 for new shop license.

C-65-08 RECEIVED ANONYMOUS COMPLAINT 05/20/08

Anonymous telephone complaint stating shop New Attitudes #12095 was filthy.

Sent copy of complaint to inspector Barbara Conley.

Went to salon for regular inspection on 1/11/08 regular inspection was ok accept for expired licenses. Today however salon wasn't in to good of shape. Neither owner was present. I spoke to booth renter Stephanie Nottingham (whose station was clean) and showed her the complaint. I then did the inspection. Inspection slip is enclosed with todays report. I told Stephanie to inform the owners I would be returning Wednesday 5/28/08 to inspect salon again.

On 5/28/08 inspector returned to shop for follow-up. All corrections had been made . told owner Kimberly Ryder . If shop not kept up as today fines would be issued. Also advised painting walls in near future.

C-66-08 RECEIVED ANONYMOUS COMPLAINT 05/21/08

Christy Ramsey, cell phone 419-2197, called to say that the owner of Perfect Nails, Cindy McCallister, in Hurricane is allowing a young Vietnamese gentleman by the first name Kahi (last name not know) to work without a West Virginia license in her salon.

Per Larry Absten, Khai passed exam on 05/06/08 and was working on a grade report letter and was licensed on 05/21/08.

C-67-08 RECEIVED TELEPHONE COMPLAINT 05/21/08

Complaint by Clay County Sanitarian regarding a small boy who contracted MRSA infection after receiving a hair cut where the clipper blade scratched his neck and drew blood. The shop where this happened is Darlene's Hair Happening operated by Darlene Morris, Main St. Clay, WV.

Lamona Casto inspector, on 5/30/08 I talked to Ms. Morris on May 27, 2008. I explained the problem to her and I made an appointment to be at her shop Friday, May 30, 2008. Ms. Morris has housekeeping problems much of the time so I told her I would expect to see some changes in her shop. I explained the importance of keeping all implements clean. When we talked about the little boy being nicked with the clipper, she told there was no blood. There were changes in the appearance of her shop but there was still more to be done. I checked her barbicide and was very specific as to what she needed to do.

C-68-08 RECEIVED TELEPHONE COMPLAINT 06/10/08

Vivo Salon and Day Spa #14605, has an unlicensed Vietnamese woman working in the salon doing nails, manicures and pedicures. The complaint came from a former employee who doesn't want it to get back to the shop that she complaint.

Copy of the complaint was mailed to the inspector Lynda Ware on 06/10/08.

6/15/08 Inspector went to shop and found no illegals working. Gave her a warning.

C-69-08 RECEIVED WRITTEN COMPLAINT 06/17/08

Received email from Mary Staten. I would like to file a formal complaint about a salon, Zinnia Nail Tan I visited on 6/13/08. I was extremely frightened when the lady doing my pedicure did not pull sterilized tools out the sterilizer before doing my pedicure. She used the tools that she had used on the lady before me. The salon is not clean. I do not know if they are required to have a sanitation grade on the wall, but there is not one. I hope they are investigated. Thank You.

On 06/18/08 mailed copy of the complaint to inspector.

On 06/24/08 Inspector Reed had me email her back and ask to meet with her regarding the investigation. Her response, I live in North Carolina, sorry!  
Mr. Reed issued a warning to the salon.

C-70-08 RECEIVED WRITTEN COMPLAINT 06/18/08

This is to report unlicensed working at Natalie's Nail Spa in Ranson, located at 217 Oak Lee Dr. Suite 11 Ranson, WV 25438. Specially, there is at least one unlicensed working there at the weekends. Anonymous.

On 06/18/08 mailed copy of the complaint to inspector.

Inspector Lynda Ware check on complaint 6/26/08. Only 1 working but owner or manager there 1 had sent for paperwork for reciprocity another gentleman there arrange chairs I warned reception about working illegal and what would happen. My opinion they are working illegal and I went in after 6:00 p.m. around 7:00p.m. They turned two customers away while I was there. Will keep an eye out when in area.

C-71-08 RECEIVED TELEPHONE COMPLAINT 06/11/08

Anonymous complaint . unsanitized implements, cleanliness of pedicure chairs and the letter said utilities, I assume they meant implements, use of razor to shave callus, waxing without license at L.A. Nails 520 Emily Dr. Clarksburg, WV.

On 06/12/08 inspector Helen Ferrell went to the shop. When I first arrived at L.A. Nails Tuyet Thi Mai was the only person working that I saw. Approximately 15 minutes later Van Phi Weekly arrived and began helping. There was several clients some waiting in front. A male at one pedicure spa and a female at another, one manicure table, occupied by a client. I checked on unoccupied pedicure spa, it was not extremely dirty but could have been cleaner. After checking several manicure tables, found none were cleaned good, one still had finger nail clippings on it. Waxing without a license. On inspection 4/2/08 I gave warning: wax machine must be removed. They had complied. Found no was machine at this visit. On the same inspection I had recommended that the shop be given a good cleaning if they cleaned the manicure tables were not done nor are they cleaning after each client. The manicure tables all had small containers of wet sterilizer but only two look as if they had been used. The clear ones were on uncleaned manicure tables. I asked Tuyet if the solution in spray bottle at pedicure was what they were using to clean spa. She said yes. I sprayed in unoccupied ped spa it smelled like pine sol. Tuyet said yes that is what it is. When I explained that this was not what should be used she said there was a gallon of disinfectant but she could not find it. Later Tuyet did show me a small amount of manufactured disinfectant in labeled spray bottle but I believe they were using the pine sol. She said they needed to get more of the disinfectant. I told her they needed to get more of the disinfectant. I told her they could also use Clorox to disinfect. They had Clorox in the laundry room. I told them and gave them written instructions on cleaning vinyl chairs and ped lounge with soap and water also to use on manicure tables. Pedicure spa should be cleaned with manufacture disinfectant or Clorox after each use. Manicure table clean with 70% alcohol after each use. Their implements should be cleaned after each client, this included drill bits, buffers, files, toe and nail clippers. Informed both orally and on inspection slip . fines will be issued if not in compliance next visit.

C-72-08 RECEIVED EMAIL COMPLAINT 05-23-08

Jennifer Copeland . here is a list of my grievances towards the International Beauty School. I was told that my credits of 140 hours earned in cosmetology would be transferred/rolled over into the Aestheticians program. I was told this by Jorgina. I was told that I owed \$3,700 by U.S. Department of Education for the loan that was taken out for those 140 hours. I was told by Jorgina that I would owe U.S. Department of Education \$3,300+the cost of my 140 hours. While the U.S. Department of Education confirmed that the amount was \$3,700. I was told that I could attend school one day a week, on Fridays and that I would be able to complete the program in ten weeks. Later when I found out this was not the case, due to Mrs. Glover, I broached the subject with Jorgina and she denied having said this. The fact that I thought I could complete the course in ten weeks, one day a week, was the reason that I decided to return after a leave of absence due to illness. This leave of absence started in December of 2007 and I returned under false pretenses on May 23, 2008. I was then told by Jorgina that I would be able to complete the course in forty some odd weeks, which Mrs. Glover and I have figured out would actually take two years, with one day a week and six hour days. This is a lengthy complaint dealing with the Board of Education and hours. Complaint given to Jorgina Andrawos owner/manager for response.



The West Virginia Board of Barbers and Cosmetologists has reviewed your complaint regarding the International Beauty School of Martinsburg, WV. The Board also reviewed a response to your complaint by Ms. Andrawos, owner of the school. The majority of your complaint was not within the jurisdiction of the Board and will be forwarded to the U.S. Department of Education for further review. The problems that are within the Board's purview have been addressed. The school has replaced the heating and air conditioning units, duct work and established a contract with an exterminating company.

Thank you for your concerns. The complaint will be forwarded to the proper authorities to determine if any of their regulations have been abused or broken.

On 07/09/08 a response was received by the International Beauty School.

Dear Mr. Absten, this letter is in response to a student complaint filed by Jennifer Copeland. I am unaware of the information that Ms. Copeland received from the US Department of Education; however, she does in fact have two loans. Only the first portion of each loan was requested. This totaled \$1,733.00 for a subsidized loan and \$1,980.00 for an unsubsidized loan. These payments were credited to her student account tuition balance. Ms. Copeland signed the Master Promissory notes for these loans. I never stated that Ms. Copeland only had \$3,300.00 in student loans. I am unaware of where this dollar amount came from. The school refund policy clearly states that tuition owed to the school is calculated based on possible hours not actual hours attended. Ms. Copeland's student loans were used to pay for the tuition earned by the school during her enrollment period based on the refund calculation. On 05/23/08 Ms. Copeland was advised that terminating the cosmetology program would be costly. She was offered the opportunity to change to a shorter program that might have been more conducive to her current financial, marital, and work situation. According to the policy of the International Beauty School, students' kits are not issued until the 600 hour mark because students are not charged separately for books and supplies. Therefore, Ms. Copeland will not receive her full student kit because she terminated prior to achieving this benchmark. However, she was issued a textbook, an apron and several other items as she progressed through the cosmetology course. Item #4 . the second part of her student loans were scheduled to be disbursed on 12/11/07 but were never requested or received by the International Beauty School. Item #5 Ms. Copeland was informed that if she did not return to school by 05/23/08 that she would be terminated because her six month leave of absence would have expired. Item #7 the loan amount received by International Beauty School did not supersede the tuition amount of \$13,500.00. Due to her termination no funds are disbursed because she did not complete the course to receive all possible financial aid. The US Department of Education help line would not be updated within the same day that a student decides to terminate. Ms. Copeland terminated on 05/23/08; her letter to the State Board is dated 05/23/08. Student enrollment status is updated every thirty days. Item #9 International Beauty School does not offer a 1500 hour cosmetology program. Students can discontinue at any time, however, in order to receive an official transcripts all financial obligations must be satisfied. This is clearly stated in the Student Handbook and the Enrollment Agreement. Item #10 & 12 International Beauty School uses the 204 Milady edition textbooks for all three programs. In addition, it is not Ms. Copeland's place or concern about which programs the instructors are asked to teach, as they are all qualified to teach all three programs offered. Ms. Copeland was given her student account statements that listed every disbursement and financial aid received with the total tuition balance due to the school. Unfortunately, some students believe that it is ridiculous to pay \$3,700 for 153 hours of schooling. In reality, Ms. Copeland should have achieved 312 hours of schooling. She failed to live up to the Enrollment Agreement and terminated the program due to her own personal situation. The NACCAS refund tuition policy is clearly stated on our Enrollment Agreement. Each student signs this agreement and receives a copy of this agreement at the time of enrollment for their personal records.

C-73-08 RECEIVED EMAIL COMPLAINT 06/19/08

Mr. Absten, I'm not sure if sending you this email serves any purpose, maybe I'm just looking for a little insight on the situation I'm currently in. I am a licensed cosmetologist in the states of Maryland and Virginia. I live in West Virginia and I was going to try to get reciprocity into WV, but gas prices have changed that plan! I recently started going to the beauty school in Martinsburg to get the 300 hours I will need for state boards in August. I am more than appalled at how this school is run. First and foremost I have covered the entire book so I don't need to sit in on any of the classes. My first week there I was taught state law, so that would be the only thing that wasn't covered with me in Maryland. It has however been a while since I've been in school and it would be beneficial for me to study some to refresh my memory while I'm in school from 7:30 to 4:15. I am being told that I'm not allowed to do that. Since I've already been given theory over a year ago, I'm not

permitted to study for state boards now. I was under the impression that the schools are to prepare you to take the state boards and that is not what's being done in my case. I am told that the only way I can get credit for my hours, is to work on a manikin for the 8 hours I am there. I have been given a packet of papers that tells me all of these different things I am supposed to do that the other students are given a full month to complete. I however didn't even start until June 10<sup>th</sup> and didn't get the packet until June 13<sup>th</sup>. Basically I have half the time to complete something the rest of the students have been given a full month to complete. Then I was told that I have two more of these packets to complete for next month. I will be finished my schooling at the end of July. In these packets are 2 worksheets that also have to be completed (which require the book or in my case hopes of remembering it all). I have never in my life been treated so rudely as I have been by some of the staff here. I really don't see how anyone completes a full 2000 ours at this school with how poorly it is run. Some of the instructors talk down to the students and belittle them in front of everyone else. I would have taken this complaint to the owner of the school but since she's rarely there I thought you were my best bet. Perhaps you could give me an overview of what I need to complete in order to get credit for the 300 hours so I can take my state boards in August. My goal here is not to get anyone in trouble, I just don't want anything hindering me from getting my license in August and as it stands I feel I am being held back and I am not get my moneys worth. For \$2,000 in 7 weeks I feel that I am definitely being ripped off. For that much money they could ditch the rudeness and actually do what I am paying for which is to prepare me for the state boards. Thank you for your time and your immediate response would be appreciated. Sincerely, Jennifer Mason.

06/25/08, I Lynda Ware Inspector for the Board of Barbers and Cosmetologists. Here are some of the following from the students and instructors. I assured all that I spoke to this would be confidential.

List of students: Mandy Matchett, Tara Locke, Katie Heara, Ivory Shedd, Jessica Phillip, April Keeny, Shonda Tuax, Amber Ainsworth, April Taylor, Jessica Tomlin, graduated July 19, 2008. All the students basically had the same things to say such as about the air conditioner hasn't been fixed for over a month and the ROACH problem is awful. They even had crawled across a station when a client was sitting in the chair having a service done. This has been an ongoing problem for too long. Last year I was in on the same complaint about the air. Students are still there this year and they said she always has excuses why they can't get it fixed. Several overheard the repair men say until they get paid it wouldn't be fixed. In the winter the heat doesn't work only half of the time. Also, last week the temperature was 101 degrees in the school last week one day an instructor Mrs. Whorton told me this. I was there til 4 p.m. I got sick with a migraine because of the heat and all the stress that is going on in the school. Also the students have a lot of issues about their loans and they can't get answer to their questions. I gave them the address of the U.S. Dept. of Education and phone number. She gives them check and they bounce all the time, also the instructors payroll check has bounced. I spoke to all of the instructors that were working and the receptionist Mrs. Kirby wasn't very friendly but the instructors were and they agreed there are issues that need to be addressed and the complaints. I returned three days in a row to this school and the air had improved a little it was 79 degrees. Jorgina was trying to location self contained units to rent. Until the other company could get back to correct some of the problems the other company had caused part of the problem. But I told her this should have been resolved by now.

The West Virginia Board of Barbers and Cosmetologists has reviewed your complaint regarding the International Beauty School of Martinsburg, WV. The Board also reviewed a response to your complaint by Ms. Andrawos, owner of the school (copy enclosed). The Board's decision was to dismiss the complaint.

C-74-08 RECEIVED EMAIL COMPLAINT 06/27/08

I have a few concerns about the practices of the Charleston School of Beauty Culture Inc. I have been writing a few articles on the Beauty School programs available in West Virginia. In my journey of obtaining info on all the schools, I have actually talked to some students of area schools and actually became a patron of their services. While I was escorted to the fourth floor to get my shave and edge up I noticed how gloomy the faces of the students were. It was so dark and depressing. I wasn't greeted with a warm smile of a student ready and confident, rather a group of girls with wild hair pieces and greasy weaves gathered around the front desk in an unprofessional manner. While I was waiting for some one to pick me up on the manual elevator I looked around. I notice how dated the stations were and the chairs were tattered and torn. The floors looked as if they could use a good cleaning and waxing. There was a huge wreath hanging on the wall with some sort of artificial greenery and flowers decorating it. As I looked closer I noticed how much dust was on this wreath. I know this isn't a high profile salon but I felt as if the students needed more structure or at least an instructor around to show them how to greet a client. Maybe a good cleaning and redecorating is what they need. Hopefully, this isn't normal school practice. It's horrible to see the filth in the corners. It makes me wonder about the sanitation practices of the implements used on clients. Most beauty schools around the country advertise as hip and trendy while this one seemed a little drab and filthy. I would like to see a change in the

atmosphere there those girls need colorist aprons instead of smocks. A trendy décor would also be a plus it wouldn't take much to amp up that space but that floor plant has go to go!

On July 15, 2008 inspector Barbara Conley arrived at the School. An instructor and one student, who was assigned to the reception desk, greeted me. I inspected the first floor. The walls are painted a cream color and the lighting was good. None of the hydraulic chairs were tattered or tore. They are either new or have been reupholstered. There are 2 or 3 shampoo chairs that need reupholstered. Mrs. Hall, manager, said she was ordering new shampoo chairs when she orders her facial chairs for the new skin care program soon. The floors were waxed and buffed. There were some tint stains around one hydraulic chair that a student had dropped during service. I walked up to the huge wreath and shook the flowers and there was no dust. Mrs. Hall told me they change the flowers 4 times a year. I checked the corners, there was 1 or 2 that had some was buildup. The students stations and utensils were clean. I did notice that one area close to floor on wall needs painted . looked like foot prints. Floor at lavatory close to shampoo bowls is weakened where students drop water cleaning brushes, combs etc. Top of ceiling fans need dusted. I pointed these problems out to Mrs. Hall. Gave her a copy of complaint and told her to respond in writing to State Board. The Board reviewed the complaint, response by the school and inspectors report. The Board found the complaint to be without merit and dismissed the complaint.