

INVESTIGATION RECORD

Date complaint received: 11-19-2009

Investigation requested by: Leshia Ratliff's Complaint.

Nature of complaint: I ~~heard~~ was told and (hear say) about teacher at
Vo-tee cosmetology was accepting money for doing haircuts - color etc
while working at school. I was told that Frank Mann & wife
and other people at the vo-tee also ~~the~~ paid her for services.
Some of my own clients came to me and ask me if
I knew about this. Rose Lester and I have also talked
about this.

Leshia Ratliff

Date of investigation: _____

Detailed report of investigation:

I have a client by the
name of Michelle Morgan
who told me that Maile
had done her hair several
times from March - June 09

Jan Pendergast
304-733-8800

Inspector signature: _____

File: _____

STATE OF WEST VIRGINIA
BOARD OF BARBERS AND COSMETOLOGISTS
1716 Pennsylvania Avenue, Suite 7, Charleston, West Virginia 25302

INVESTIGATION RECORD

Date complaint received: 11-19-2009

Investigation requested by: Leshia Rethiff

Nature of complaint: Cosmetology Instructor doing hair for
profit at the Wyoming County Beauty School,

Date of investigation: 11-19-2009

Detailed report of investigation: After receiving complaints about an
instructor at Wyoming County Vocational School doing Cosmetology
work - ie - Hair cuts and colors I visited Ms Rethiff and
from her complaint (attached) I spoke to another hair
dresser named Rose who informed me of some of the
clients supposedly worked on by the instructor "Ms Maria R
McCann license # Master Instructor # 00284. I then
went + Oceana to talk to another Hair Dresser which
could not tell me more than I knew, I went to talk
to a teacher who had her hair done by
Ms. McCann.

Inspector signature: Ralph Reed Date: 11-19-2009

I went to the school where this teacher works and waited until the teacher had time to talk to me.

The Teacher said Ms McCann had done her hair at the Votec and when I ask how much she charged she said "She dint" "I gave her what I wanted."

I then went to the Votec school and did a regular inspection and addressed the issue with acting Manager

Margaret Howard Hunt Master license # 000154 and Ms McCann.

Ms McCann denied the allegations at first and then said she had cut Mr Manns hair and stated that that was the only person she had done there then I confronted her with the quote about "I gave her what I wanted" Ms McCann had no more to say.

I informed her she should rest and desist from any further actions as she had been accused of.

Ralph Reed
11-19-2009

Mark L. Binegar
123 ½ Third Street
Marietta, Ohio 45750

Dear Mr. Higginbotham,

In our attempt to purchase Valley Beauty Schools we, the BluHare Group, found some alarming practices that were taking place within the institution. I am inquiring about the status of Valley Beauty Schools.

The BluHare Group; Mark Binegar, Chad Clark, William Reeder and Donna Hall, sued Robert Bhavnani in the Washington County Court of Common Pleas. On September 29 and 30, 2008, the Honorable Judge Susan Boyer presided over the case. We sued to get our \$100,000 back as a down-payment on Valley Beauty Schools. While in negotiation to purchase Valley Beauty Schools we learned of various unethical and what we believed to be illegal practices taking place within that business. We won our case and Mr. Bhavnani was found guilty on charges of egregious fraud and breach of contract.

During the time that we discovered certain business practices, which were reported to; The Ohio State Board of Cosmetology, The WV Board of Barbers and Cosmetologists, The Department Of Education, the Internal Revenue Service and NACCAS ,we were concerned that if we followed through with the transaction we would be held liable and face certain penalty and prison time. As we were told by the Department Of Education the person or persons holding ownership would be held accountable if there was ever an investigation, not the former owner, Robert Bhavnani.

Numerous witnesses were never subpoenaed or deposed. However the ones that were subpoenaed, their testimonies were more than enough to find Mr. Bhavnani guilty.

Enclosed are key statements from our trial. Please read the enclosed court transcripts and just maybe there will be somebody that actually cares about the injustice that this man has done to us. We would like to know why Mr. Bhavnani is still allowed to practice in the cosmetology field?

This has, for the time being, left us unable to accomplish our dream of having a cosmetology school. As a stylist of 26 years and business owner for 24 years I can attest that we are in dire need of an institution that can teach professionals.

Thank you,



Mark L. Binegar

Enclosures

Western, Patrick L

From: j a [sloth9279@yahoo.com]
Sent: Wednesday, December 02, 2009 4:04 PM
To: Higginbotham, Adam L
Subject: Referred by Patrick

Hello,

This is Brittany Cottrill from Valley Beauty School of Parkersburg West Virginia. Patrick told me to send you an email. I have a complaint referring to my suspension. I was suspended in November for absences when i was sick and couldnt afford to go to the doctor. I had swine flu and bronchitis was out for 2-3 weeks in October. I have called 3 days in a row multiple times to find out when i could go back to school to get my hours and everytime i was told by Cookie that she had not looked yet and she would call me back. I did not receive a phone call so i tried again today and Alice , who suspended me, said well Brittany C you'll have to call back tomorrow. I am wasting time and money waiting for a date to return to school. Alice also told Patrick that she sent me home for one day when in fact she suspended me the paperwork was filled out and i was at 66% attendance. I was sent home for 1 month and Alice even told several girls at the Beauty School that i was suspended. I'm complaining because i feel that i am not being treated in the appropriate manner and this has happened several times. There are many problems with this school and i was hoping someone could help me out so i can try to get back in and get my hours. If you could email me back whenever possible it would be appreciated. Thank you for your time.

Brittany Cottrill

Western, Patrick L

From: Helen Ferrell [wvstatehjf@frontier.com]
Sent: Wednesday, December 02, 2009 6:12 PM
To: Higginbotham, Adam L
Subject: Complaint

Adam

While I was doing the shop opening inspection at First Impressions in Parkersburg. One of the owners, Donna Freeland a recent graduate of Valley Beauty School in Parkersburg, complained that she worked long hours and they refused to credit her hours therefore she had to stay in school longer. They made some of the students pay more than what they were supposed to pay. That some of the instructors did not teach the state board set correctly. She commented on several more things. I told her I would contact and forward the complaint. That you or I will be contacting her. She said that if you contacted her she would give you more detailed information also names of the people that the different incidences happened to. I did not know if you wanted me to get the information or if you want to contact her. Donna Freeland telephone number, (304) 422-4004. Please, let me know what you want done or if you want to take care of it.

Thank You
Helen

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Friday, December 04, 2009 9:39 AM
To: Higginbotham, Adam L; Western, Patrick L
Subject: WVBBC Complaint

Follow Up Flag: Follow up
Flag Status: Completed

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Marry Griffin
Address: 204 Susan St
Mt, Hope, WV 25880
Phone: 304 252 7130
E-mail:

Individual or Business Named in the Complaint

Name: Michael Marc
Company: Bally Nails
Address: 2 Crossroads Mall
Mt Hope, WV 25880
Phone: 304 252 9624

List of Witnesses

Marry Griffin 204 Susan St Mt Hope WV 25880

Description of Complaint

Bally Nails 3 Crossroads Mall Mt. Hope, WV 25880 Owner allowing two 2 unlicensed person to practice in a nails shop address above. Two 2 unlicensed practitioner at Bally Nails Mon-Sat 5pm to 9pm.Sun 9am to 6pm. please take care this matters soon. It's unfair for practitioner licensed.

December 6, 2009

Dear Director of State Board of Barbers and Cosmetologist:

I am writing this letter to let you know that Vy Nguyen (who is the owner of Elite Nails & Spa, located at 5308 MacCorkle Ave. SW, Spring Hill) **has been waxing without an Aesthetician License**. The reason I said that because couple of my customers has been have tried to get their eyebrow wax there. One of them, her skin got burn pretty bad however Vy did not know how to treat their skin. I did report this problem to the state board about four months ago. I am sure that the state board did send the inspector to her shop or give her a warning. However, Vy is still waxing without Aesthetician License. Recently, Vy also put **waxing advertising** on the Charleston newspaper to get more the waxing customers (enclosed here is a piece of Vy's advertising).

I also heard that Vy presently is hiring a Vietnamese girl for nail technician position. **She does not have a West Virginia manicurist license.**

So please send the inspector there to make sure Vy is running her shop with following all the rules from the West Virginia State Board of Barber and Cosmology.

If you have any question please contact me at (304) 444-8677.

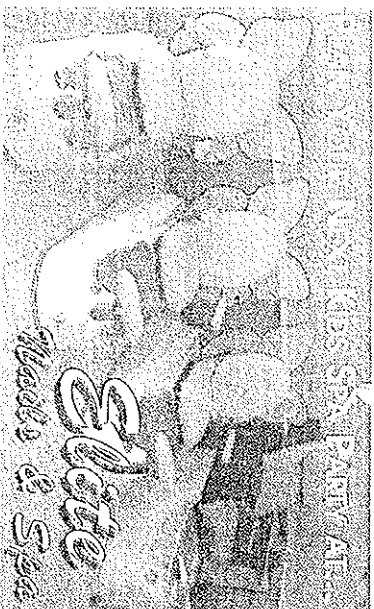
Thanks you!

David Le

WELCOME!

to the Next Level of Relaxation!
Let Us Pamper You at Elite Nails & Spa

Pedicures • Manicures
Acrylic Nails • Ultra Gel Nails
Ultra Pink & White Nails
Ultra Healthy Nails • Waxing



APPOINTMENT NECESSARY ~
(Discount available on 4 or more kids)

Elite Nails & Spa
A Complete Full Service
Nail Care Salon
5308 MocoCoike Ave. SW
~ Spring Hill ~
304-720-7723



Elite Nails & Spa Gift Certificates
Available for the Holidays

~ Elite Nails & Spa ~

\$500 OFF COUPON
FULL SET OR FULL
AND PEDICURE COMBO

~ Elite Nails & Spa ~

\$500 OFF COUPON
KIDS PEDICURE
AND MANICURE COMBO
(Polish and Nail Art Design)

INVESTIGATION RECORD

Date complaint received: Dec. 16, 2009

Investigation requested by: Board Office

Nature of complaint: Hai Nguyen, owner of Elite Nails & Spa, 5308 MacCade Ave., SW, Spring Hill, is allegedly working without an aestheticians license. She also is said to be hiring a nail tech who does not have a license.

Complaint was made by David Le, owner of the nail salon at River Walk Plaza.

Date of investigation: Dec. 16, 2009

Detailed report of investigation: I talked to Mark Phuong, manager of Elite Nails & Spa. I communicated to him that the worker would have to be removed since there was no licensed person to perform this service. He then told me that Hai Nguyen Banks works on the week-end, and that she has a cosmetology license. I checked with Patrick and he said there ^{were} ~~was~~ ^{several} ~~one~~ people by that name but were all manicurists.

Mark told me that Hai Ho had recently left this salon and ~~is~~ now working for David Le at River Walk who made this complaint.

When I talked to Mark about ^{the} hiring of a girl who

Inspector signature: Lamona Casto

Date: Dec. 16, 2009

is not licensed), he told me that Susan Banks (NOCX works on the week-end. She is the mother-in-law to Hai Nguyen Banks.

As I entered the salon a young lady ^{about} ~~she~~ quietly went out the other door. I asked Mark and she said she just walked outside. She came back in. Mark said she was Viji's sister but she was only a receptionist.

I am certain these allegations are true.

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Monday, December 21, 2009 10:31 AM
To: Higginbotham, Adam L; Western, Patrick L
Cc: naturalremediesspa@yahoo.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: William Moore
Address: 6600 Grand Central Ave
Vienna, WV 26105
Phone: 740 516 3523
E-mail: naturalremediesspa@yahoo.com

Individual or Business Named in the Complaint

Name: Amber McIntosh
Company: Self Employed
Address: 911 Ann Street Apt #3
Parkersburg, WV 26101
Phone: 740 236 2455

List of Witnesses

We were approached by a former client of ours.

Description of Complaint

Amber is operating a beauty salon in her home without a license.

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Thursday, December 31, 2009 2:05 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: sonnyngladys@hardynet.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Gladys Hedrick
Address: HC72 Box87
Maysville, WV 26833
Phone: 3047497951
E-mail: sonnyngladys@hardynet.com

Individual or Business Named in the Complaint

Name:
Company: Hedrick's Barber & Beauty Salon
Address: HC72 Box 87
Maysville, WV 26833
Phone: 3047497951

List of Witnesses

Description of Complaint

I have mailed my personal license renewal for Dwight E Hedrick master Barber #027903 Gladys E Hedrick managing cosmetologist # 029710 These were mailed 11-15-09 , different envelopes Please give me a follow up, I have tried to call several times with new system, no results. Thanks Gladys Hedrick
