



Joe Manchin III
Governor

Adam L. Higginbotham
Director

State of West Virginia
Board of Barbers and Cosmetologists

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Judy Hall, Owner
Kenneth Coston, Owner
Charleston School of Beauty Culture
210 Capitol Street
Charleston, WV 25301

March 10th, 2010

Dear Charleston School of Beauty Culture Owners:

This letter is in direct response to twelve (12) complaint letters the Board of Barbers and Cosmetologists have received concerning your school.

Enclosed you will find a copy of all complaints filed with the Board office. A bullet point of the complaints are listed below for your convenience.


Complaints

- Cleanliness not adequate
- Sanitizing not adequate or present
- Instructors not present
- Holes are in the floor and wall
- Sinks are stopped up
- Vents are dirty
- Toilets do not flush
- No bleach
- No or little barbicide
- Instructors do not supervise student work on clinic floor
- No cleaning materials accessible to students
- Mold in refrigerator
- Mice and cockroaches are in the kitchen areas
- No toilet paper for students in restrooms
- Overall cleanliness and sanitation is not present
- Instructors/owner mixes conditioner with coloring bottles
- Staff is rude and demeaning to students
- Staff replaces disinfectant spray with Windex
- Students are forced by staff to service clients with lice or are threatened to be sent home
- Time cards are not tracked accurately
- Students are threatened to face actions by staff if they report anything to the Board
- Storage areas are not sanitary
- Students are forced to work on unsanitary clients
- Staff intimidates students if they file a complaint against the school with expelling them or not signing their examination application to sit for the exam
- Staff arranges a schedule for the student that will force the student into overtime hours for completing the 2,000 hour curriculum so the school will receive more money from the student
- One sterilizer jar is used by multiple students
- Fear of exam registration being blocked for filing a complaint to the Board
- Lack of sterilization or sanitation products
- Common sterilization area for many students
- Students are not supervised on the clinic floor
- Threats of making things difficult if student reports complaint to the Board
- School is dirty with no barbicide or practice of sterilization
- Lack of products

Please note this complaint is being investigated through an inspection of the school.

Additionally, the Board requests your written response to the complaints within thirty (30) days of receipt of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam L. Higginbotham". The signature is stylized with a large, sweeping loop at the end.

Adam L. Higginbotham M.B.A.
Director

To WV State Board:

Regarding the Charleston School Of Beauty Culture

Charleston School of Beauty
does not provide students with
proper supplies including

Barbicide and they do not
provide instructors on the floor
to assist students. They do not

Keep accurate financial records

And they do not keep students

Hours up to date. The students

(We not spoken to in a civilized

Manner. We are told that we

are lazy and the new students

are told not to speak to other

students that are on the floor.

We do not have class 5 days

a week, sometimes only 2.

Our instructors are not very well
educated and cannot even

properly read from a textbook.

Some students are allowed to

clock in and not be in proper

dress code, but others are sent

home. There is heavy drug use + drinks that goes on while the students are on the clock and the other students that tell what is going on are ignored.

The school is very dirty and the floors are falling in. There is not proper ventilation in the hall area. For 10 thousand pesos per student, they should have proper supplies, educators that knew what they are doing and should be spoken to in a respectful manner.

Thank you

-Anonymous student at Universidad Adolfo L. de
Beaumont.

2/17/2010

Patron of CSBC

Office of the Governor of the State of West Virginia
West Virginia Board of Barbers and Cosmetologist.

Honorable Governor and the Members of the Board

I am writing this letter to inform this honorable board of the potential problems associated with the Charleston School of Beauty Culture Inc. in Charleston, WV. As you are most generally aware they are a licensed institution in the instruction of the skills and profession of cosmetology, barbering, aesthetics, including additional nail and skin treatment operations. As such this school is bound by the terms, conditions, policies and other matters relating to the activities and enforcement of state law and policies regarding the profession of barbering and cosmetology as implemented by the conduct of this board. This letter is being written out of a concern not only for the safety of the patrons of this school, but also for that of the students and other members of the staff and general public. A copy of this letter will be forwarded to the most honorable Office of the Governor of the State of West Virginia.

Over the past few months the conditions at the school have gradually deteriorated into a near quagmire of incessant problems. Some of the most serious infractions and concerns are the availability and accessibility of personal care and protection products as are required by the laws of this state and by the policies of this board. Furthermore, students are required to use a common sanitary station area for all their sanitation and sterilization needs.

An additional issue and area of concern is that of the quality and form of instruction being received from the staff at this location. Several of the staff have literacy issues and are unable to neither pronounce nor define several of the terms required of the profession of cosmetology. There are several times during the course of the scheduled day that students are left on the floor with no instructor during the performance of client services. Several clients have even been completed and sent out without even being checked by an instructor.

These are merely a sampling of the nature of the problems that are associated with this school other issues include financial aid disparity and preferential treatment by administration towards other students and harboring in general a school atmosphere that is essentially nonconductive to the profession of education in the art of barbering and cosmetology.

Sincerely



Attention Board

As a former student of the Charleston Beauty School I would like to inform this board about the problems that are associated with that academy. As a student there we were required to use the barbicide of other students and this barbicide was in a plastic container. Several times there would be as many as six or more students using this single container.

Another issue that with this school was the overall level of instruction that which we received, upon getting my license to I went to work in a salon. At that time I realized how much information that I was not exposed to while in the school. During the time that I was a student there I witnessed actions that were against all rules regarding sanitation conditions and other issues.

Students would be permitted to work on clients with no direct supervision from instructors with as little as 300 hours. Several clients have complained about the services that they were receiving and several clients have actually been injured as a direct result of the students not having instructors to ask questions about.

This school is in dire need of some oversight or something, I am not one that usually writes or complains but, after being in a salon now for the past two months I can tell that the school is in no way providing good quality information to their students and that sooner or later there will be a serious injury as a result of the actions and conditions of this school

Sincerely

Concerned Stylist.

Dear Members of the Board,

I am a recent graduate of the Charleston school of Beauty Culture In Charleston, WV. Now that I have taken and passed my board examination and am no longer in fear that my registration for that test may be blocked or delayed I wish to take this opportunity to inform you of some of the problems and difficulties experienced by the both the students and patrons of CSBC.

Fortunately for the public and patrons the students somehow manage to try to be very professional. During my time there I found it necessary to use one common jar among twenty or more students to sanitize and sterilize implements. Finally this jar was broken and we (students) were then forced to use plastic containers to perform these duties. I am not aware if this problem has since been corrected but I do know that it went on for more than four months of my schooling.

Being enrolled in the cosmetology program I can also tell you that our students kits are broken down and all of our electric clipper kits and full size sanitizer jars are removed. We are then informed that we may use clippers if we like but we must purchase them additionally. The clipper kit is then replaced with an acrylic nail kit for which some students receive as little as two or three days of instruction. The value of this kit is far less when compared to the value of the clipper kit that is removed though the price of the total student kit is the same.

Other problems refer to general management or mismanagement of the school. The environment is very hostile to students who are very often referred to as lazy, unprofessional and undisciplined. Before I managed to get my 2000 hours just going to school and facing these people every day became a burden and something I dreaded, when once I looked forward to school eagerly. I almost don't care about doing hair anymore and once thought about giving it up, but have since decided I will stick with it.

I haven't mentioned all of the things that I KNOW to be wrong with this facility but I think this should cover enough that if the school was inspected and reviewed and the students randomly interviewed IN PRIVATE you would see that there are critical problems with this "learning institution"

Thank you for your time and patience as I know this letter is a bit long.

Sincerely, Glad Its Over

Attention:

Board of Cosmetologist and Barbers.

To Whom It May Concern:

I am a student at the Charleston Beauty School and have been one for about 6 months or so. During my time here I have been harassed, forced to work when ill, forced to work on unsanitary clients for the benefit of the school, and have been humiliated by both the staff and other administration officials. The actions of this school are so outrageous and unprofessional that something needs to be done and immediately. I am of the information that one of the members of the administration staff has been arrested or charged for assaulting a student. Now I am not completely certain as to that information or its truthfulness but, It is a serious concern of mine.

I can say that I know firsthand that the member of the administration in question is capable of causing fear and embarrassment on students. Several times he has made inappropriate comments towards me or my attire. At this time I am writing this board to seek additional help from you for both myself and the other students and customers of this school.

Several of the students are afraid to write letters and several of the students have been told that if they do they will be expelled or they will not be permitted to take the board examinations as it is left up to the school manager Mrs. Hall to determine the time of our tests and if we pass the 2000hour test. Mrs. Hall is the only person who is capable of determining our passing grade of this 2000 hour test and yet never instructs for preparation, and additionally she is responsible for scheduling of them at times inconvenient for students to pass in time for their boards and forces the students into overtime hours thus getting more money from the students. HELP US PLEASE.

A Student.

Board of Cosmetology

I just wanted to let you know about the problems that as a student at the CSBC in Charleston am having. We have been forced to cut hair on clients that have lice and other serious health issues without first washing these clients hair. Apparently the school is trying to be a good and offers free haircuts to certain persons from various groups in the town. When these groups come in were informed by the administration that were only to cut their hair and that no shampoo or wash is permitted. This is just wrong on a health level first and foremost but, also wrong on a moral level as well.

I am not a good English student or writer but, I can tell you that this school needs to be looked into if for no other reason than they have terrible sanitary conditions in their storage areas. Several times we the students have to use other persons sanitation equipment and are only allowed to change out the barbicide like once a week or less sometimes its two weeks before we change bottles.

Please consider conducting an inspection of this location soon as possible if for no other reason than to see for yourself the conditions at this school, several of the students are tired of working in these conditions.

Thanks

Dear sir or mam:

Let me take a minute to tell you about this school known as the Charleston School of Beauty Culture in Charleston, WV. I was recently a client of this location and as such I was disgusted by the actions that I witnessed. During my visit there I noticed several students engaged in work activities without being supervised at all. According to their notice on the wall all work is performed by supervised students or something to that credit. I was there for a cut and a perm and the lady that conducted my work was absolutely without a doubt the most courteous and professional stylist I have ever had the privilege of using, however, during her work apparently one of the instructors finally arrived on the floor and informed her that it was wrong and to redo her work.

Prior to the instructor's arrival my hair was done according to my demands. After the instructor left my hair was nearly destroyed as a result of an additional chemical treatment. I was furious beyond words and informed the instructor as to what had occurred the instructor then told the student that she the student had done this to my hair. Now I am in no way shape or form a hair stylist but, I can tell you that had the instructor been on the floor and supervising this student then if there had been an issue (which I am sure there was no problem) then this situation would never have occurred.

Thank You

Ex Patron

TO whom this may concern:

Charleston school of beauty culture is the worst school I have ever been to ever. We never have teachers around to help us when we need it. Also to even check our haircuts.

They have holes in floors, walls, sinks etc. Sinks stop up all the time. The vents for air to circulate has dust 3 inches thick in them. It smells like sewer cause the toilets hardly flush. Teachers are rude, and put us down all the time. We have a seating chart which I haven't had since pre-school. Never any bleach or baricide to clean are stuff with staff try cheating us out of hours & money. Cameras are never on because people still our stuff out of our desk even when there locked. This school needs some real people to learn to run this business

Charleston School of Beauty Culture
needs some teachers who no
now to teach. It's totally gross.
I have to take my stuff home
to clean, cause we have no
cleaning stuff here. Teachers
curse out us if we ask for help
and tell us we are stupid. It's
so sad we are treated this way.
I thought I would be coming
to school to get a good education
and I haven't learned crap.
This school needs a lot of help
New Staff most of all and some
Janitors to keep it clean & sanitized.

It's nasty. I mean
I wish you could just
see how gross it really
is. The sinks stop up &
the bathroom toilets always
have shit in them and they
over-flow when you try to
flush them. I'm just so
worried for my education. It's
so gross as soon as I
get home, I take a shower.
God nuh, this school needs
shut down & US students sent
somewhere we can be taught
right so disgusting. I HATED
THIS SCHOOL! If I had money
I would transfer, but I can't.

To Whom this may concern;

I am writing this letter because I am concerned about the quality of the education I am receiving at CSBC, the unprofessionalism of the staff + the very low standards of overall cleanliness + sanitation.

When I started the CSBC program at CSBC, my dream was to open my own shop. Now that I am almost finished, I realize that's not going to happen because the staff doesn't know the answers to any questions we may have. I understand that I can't know everything fresh out of school, but seriously, who still uses a cap for highlights opposed to teaching us to foil? It's basic knowledge we are missing out on. They mix conditioner w/ color + developer just to save a buck. I didn't qualify for a Pell Grant so I pay good money to learn a skill so I can earn a living + help support my family.

Not only is that staff unknowledgeable, but they look unclean + unkempt. The students have to dress professional so is it too much to ask that they ~~be~~ ~~there~~ ~~are~~ brush their hair or wear clothes that fit? As for their attitude, unprofessional isn't the word, maybe rude + demeaning would better describe their overall

attitude. I'm not saying that there isn't 1 or 2 decent teachers, but I would ^{rather} rather invest my time + money into an institution where a full staff of knowledgeable + able instructors can assist in my education. Unfortunately, my tuition is paid in full + it wouldn't do any good to transfer cause I would lose the majority of my money.

In what I have learned here is to ~~sanitize~~ sanitize + disinfect your work area + your tools. How can I do this when they heard the Manicure clean in the basement + replace ALL the disinfectant spray w/ Lixidex? Especially when they force us to service clients w/ lice or someone who is just off the street? I personally know of 2 situations where they told us to service the client (who had lice) or be ejected out + sent home. We have no cleaning staff + they sue us shut don't clean. The office is a horrid mess of food + piled up paper-work, that by the way never gets done. They sit in the window + watch per ~~us~~ us to prop our feet up so they can get on the intercom + call us out. Instead of constantly criticizing us they need to either do our time cards (AND DO THEM HONESTLY!) and come down to the floor + teach us some valuable skills so we can succeed in life.

To whom this may concern:

CSBE school is the most disgusting school. I'm concerned about my education. I know when I leave this place I won't be able to go and work anywhere, because I don't know how to do anything hardly at all. They don't teach us anything we have to learn for ourselves. Staff put us down, and never there when we need help. I have had clients who were pissed because they knew the teachers wouldn't help me and I needed it. There are holes in the floors that I have tripped on many of times. We never have cleaning material. There's mold in our refrigerator and mice where we have to eat and cockroaches. This is a disgusting place. Teachers can't even read. I mean something needs to be done as students don't have a chance here. I would transfer but I can't afford to go anywhere else so I'm stuck at this hell hole with no education. If the health department would come here I know for a fact this school wouldn't be running its gross. No toilet paper, toilets won't flush, and it's just plain ridiculous that we have to be taught nothing at all after paying 10,000 and hoping you come here for what you want but you don't it's sad. Please just get us something or someone to teach us and have a better sanitation for us students. Fire even took pictures

to show my parents how bad this school is, I have panic attacks and have to be on medication now cause I panic when I get a client, cause I dont know what to do and I know the teachers wont help me. So I'm asking you to please help us get the education and well being us students deserve.

Feb 2010

To whom it may concern

I am writing regarding the Charleston School of Beauty to ask that some investigation be done on behalf of the students that attend the school.

I am currently a student at the school and wish to remain anonymous at this point because I am ready to graduate and from what I have witnessed, the staff and owners could make it very difficult to pass my practical exams if I was making trouble for the school.

Just of all when you enroll in the school they are so nice and offer

to help you and give you a good education.

Once you are there, you find that you don't have an instructor to teach your classes and if you do, they can't answer any questions, they can't read properly and all of the instructors will tell you something different to your questions. It is very confusing. Once you get past your 300 hours and they send you to the floor to do clients, most of the time the senior students help the newer students because there is no instructor on the floor. When the weather is bad no teachers are there but they do not cancel classes because they want to charge \$40 per day if a student can't make it to school.

They (the staff) also make a difference between the students. For example the Cosmo Students must wear all white scrubs with white or black shoes. Some students are sent home because their white shoes have a grey stripe, pink stripe etc.

But some students clock in wearing purple shoes, green and white shoes etc.

Some students wear scarves, hats, but other students aren't allowed to clock in unless they take them off.

Student handbook also states no students are allowed to clock in after 10:30 am but they allow some students, while they send some students back home.

On lunch break (that is 30 minutes) whether we get a lunch break or not, (sometimes especially Saturdays) we get NO lunch break but they take

30 minutes from our time
away)

Students leave the building
for hours at a time and
are still on the clock
but the staff does nothing
(The African-American students
generally do what they want
because it seems the staff
are afraid to say anything
to them)

The students come to class
on drugs, smelling of marijuana
they roll joints in the bathroom
The staff has been told this but
does nothing.

Sanitation is another problem
we do not have jars to clean
our combs and brushes
we do not have bleach or alcohol
most of the time. The building
is filthy and the floors are
falling in. The area that
the students have to eat in
our "break room" reeks of

Umm, there is mouse droppings
all over our tables and
the garbage cans are over-
flowing.

Again I am going to be out
of the school very soon but
the students that pay
10 thousand dollars to get
an education do not deserve
to be spoken to or treated
so poorly.

Thank you for any help.

GBC Student

Complaints about Charleston School of Beauty

Dirty.

No Sanitation

Complaints are ignored

Does inspectors care that school is dirty and we have no Barbicide jars?

Students Smoke pot in front of the building.

Students clock in and leave and staff does nothing.

Students can not clock in after 10:30 but some students they let do it but tell other students no.

They keep your student loan money

They don't have conditioner
they don't have neck necks
they don't have acetone

They speak mean to the students

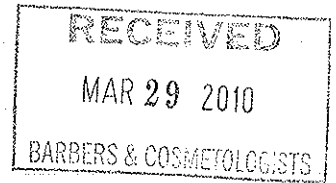
they tell the girls that they're
underwear and bras are
the wrong color.

Mar. 19, 2010

To: Adam Higginbotham, Director

From: Laneous Castro, Inspector

Re: Complaints about Creston School of Beauty Culture



I did a routine inspection at the school today and paid closer attention to things that were in the complaints. The school was clean, the restrooms were clean and commodes that I checked flushed properly. There were only three jet sterilizers on the main floor. Mr. Donta assured me he would add more. There were two instructors on the floor when I got there: Jack Donta and Cheri Bishop.

I had one opportunity to speak to one student in private. She said she did not know that complaints could be filed on the board's website. She is not happy; she said the school wasn't what she thought it would. She told ^{me} there was a discrepancy in her house, but they said they would fix it. When asked about sanitation issues, she said if a comb was dropped on the floor, they were picked up and used without sterilizing. She also said there were not always instructors on the floor. She said they would tell her her shoes weren't white enough.