

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Wednesday, June 02, 2010 9:49 AM
To: Higginbotham, Adam L; Western, Patrick L
Cc: sarahmego05@yahoo.com
Subject: WVBBC Complaint

Follow Up Flag: Follow up
Flag Status: Completed

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Sarah Mego
Address: 513 River Street
Gassaway, WV 26624
Phone: 3046446242
E-mail: sarahmego05@yahoo.com

Individual or Business Named in the Complaint

Name:
Company: Charleston School Of Beauty Culture
Address: Capitol Street
Charleston, WV 25301
Phone: 3043469603

List of Witnesses

Description of Complaint

I was a walk inn at the school, and all I needed is a shampoo and a blow dry. When they took me back to the shampoo sinks there was so much hair in the sink that I wouldn't even put my dog in it. Then the floor was almost rotted out. I was afraid to step on it for fear of falling through it. When I went to buy a pop from the pop machine there was rat dropping, or so it looked like rat dropping didn't get close enough to really see. The school looked like it hasn't been cleaned since the early 60's it was so dirty. When asked to speak to a teacher they could not find me one so I just took my services

else where and I do believe that I will never go back to that school again and i'll never tell anyone to go there for education or services

Western, Patrick L

From: Stewart, Mindi D
Sent: Wednesday, June 02, 2010 10:06 AM
To: Higginbotham, Adam L; Western, Patrick L
Subject: FW: We spoke on the phone

Follow Up Flag: Follow up
Flag Status: Completed

Forwarding a complaint on Charleston School

Mindi Stewart

Secretary
WV Board of Barbers and Cosmetologists
1201 Dunbar Avenue
Dunbar WV 25064
Ph. (304) 558-2924 ext. 8
Fax (304) 558-3450
Mindi.D.Stewart@wv.gov
www.wvbbc.org

From: Sarah Mego [mailto:sarahmego05@yahoo.com]
Sent: Wednesday, June 02, 2010 9:55 AM
To: Stewart, Mindi D
Subject: We spoke on the phone

I was a walk inn at the school, and all I needed is a shampoo and a blow dry. When they took me back to the shampoo sinks there was so much hair in the sink that I wouldn't even put my dog in it. Then the floor was almost rotted out. I was afraid to step on it for fear of falling through it. When I went to buy a pop from the pop machine there was rat dropping, or so it looked like rat dropping didn't get close enough to really see. The school looked like it hasn't been cleaned since the early 60's it was so dirty. When asked to speak to a teacher they could not find me one so I just took my services elsewhere and I do believe that I will never go back to that school again and I'll never tell anyone to go there for education or services.

Thank you,

Sarah Mego

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Wednesday, June 02, 2010 9:49 AM
To: Higginbotham, Adam L; Western, Patrick L
Cc: rawrritsdustin@aol.com
Subject: WVBBC Complaint

Follow Up Flag: Follow up
Flag Status: Completed

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Lucinda Patrick
Address: 245 Herold Rd
Sutton, WV 26601
Phone: 3049931062
E-mail: rawrritsdustin@aol.com

Individual or Business Named in the Complaint

Name:
Company: Charleston School Of Beauty Culture
Address: 210 Capitol St
Charleston, WV 25301
Phone: 3043469603

List of Witnesses

Description of Complaint

i was a client in the school on on may 26, 2010. I came in for a simple shampoo haircut & style. When i was draped the cape was dirty and covered in hair, the shampoo bowls were so filthy they looked like they hadn't been cleaned in months, so from the start i knew this was a bad decision coming to this school. I simply asked the student who was really nice if he liked going to school here and he straight out told me no, he then went on to tell me stories on how the basement was infested with rats which i did see one that day around the soda machine in the back hallway. he also told me

how they would dock the student's hours over nothing just so the school can get overtime out of them so they would have to pay \$40.00 a day in the end just to graduate and begin their career. when i asked for an instructor to complain about the dirty sink, the rotten floor at the shampoo area that would cave in when u walked over it, and the mouse. not one instructor was to be found and when i asked the student about it he said dont worry there is hardly ever one down here with us. I truly feel sorry these and would like to ask for your help for them

Western, Patrick L

From: Stewart, Mindi D
Sent: Wednesday, June 02, 2010 10:08 AM
To: Higginbotham, Adam L; Western, Patrick L
Subject: FW: i have a complaint

Follow Up Flag: Follow up
Flag Status: Completed

I responded to the email complaint that I needed the name of the school. I'm certain it is Charleston, but I would rather have the name given by the complainant.

Mindi Stewart

Secretary
WV Board of Barbers and Cosmetologists
1201 Dunbar Avenue
Dunbar WV 25064
Ph. (304) 558-2924 ext. 8
Fax (304) 558-3450
Mindi.D.Stewart@wv.gov
www.wvbbc.org

From: rawrritsdustin@aim.com [mailto:rawrritsdustin@aim.com]
Sent: Wednesday, June 02, 2010 9:58 AM
To: Stewart, Mindi D
Subject: i have a complaint

i was a client in the school on on may 26, 2010. I came in for a simple shampoo haircut & style. When i was draped the cape was dirty and covered in hair, the shampoo bowls were so filthy they looked like they hadn't been cleaned in months, so from the start i knew this was a bad decision coming to this school. I simply asked the student who was really nice if he liked going to school here and he straight out told me no, he then went on to tell me stories on how the basement was infested with rats which i did see one that day around the soda machine in the back hallway. he also told me how they would dock the student's hours over nothing just so the school can get overtime out of them so they would have to pay \$40.00 a day in the end just to graduate and begin their career. when i asked for an instructor to complain about the dirty sink, the rotten floor at the shampoo area that would cave in when u walked over it, and the mouse. not one instructor was to be found and when i asked the student about it he said dont worry there is hardly ever one down here with us. I truely feel sorry these students and would like to ask for your help for them

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Wednesday, June 02, 2010 10:04 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: Tiffany Boyd
Address: 514 Mary Street
Charleston, WV 25302
Phone: 3049514790
E-mail:

Individual or Business Named in the Complaint

Name:
Company: Charleston School Of Beauty Culture, Inc.
Address: 210 Capitol Street
Charleston, WV 25301
Phone: (304)346-9603

List of Witnesses

Description of Complaint

The school smells like backed up sewage. The dirtiness is extremely visible to anyone who decides to go inside. There are rats in the basement. The floor by the shampoo bowls is caving in. Each student pays \$10,000 to go to school and there is nothing to show for it. The total cost of the cosmetology kit is \$700 and they are lucky to get \$200 worth of implements and supplies. They DO NOT even show the cosmetologist how to do clipper cuts. Actually the cosmos don't even get clippers in they're kits and when they ask why they get the response that "everyone was taking them home and leaving them' so we replaced it with a flat iron." Now it is to my knowledge that they are suppose

to receive clippers AND a flat iron. They're approx. 50 Cosmo, 2 nail techs, and 2 aestheticians. The cosmo have 2 instructors that can never seem to be found. The nail techs have 1 instructor that has to come down to the first floor to check cuts and color because the 2 cosmo instructors are never available. The owner teaches the aestheticians. The financial aid advisor, son of the owner of the school, has been known to make sexual comments to the females in the building. He has even had charges against him, but manages to slip out of it everytime. The cosmetologist must wear all white scrubs allowing him the opportunity to look through the females clothing. The students are not allowed to have their cell phones unless it is an emergency call because some do have children, however if they have an emergency phone call they are told to leave the building briefly to take the call however the owner has taken it upon herself to dock the students for 15 minutes even if the phone call only last 2-3 minutes. The owners husband has taken it upon himself to put a white picket fence up as soon as u walk through the front door to the left because the students would step out there to take their phone calls instead of walking outside in the rain or snow when it was cold. They treat the students as if they were in jail not in college. Each week students are forced to sign a paper stating that their time is correct in the computer from the following week regardless if it was correct or not. Please help the students of this school! All these people want is an education!

Western, Patrick L

From: Higginbotham, Adam L
Sent: Monday, June 07, 2010 10:29 AM
To: Western, Patrick L
Subject: FW: Investigation of complaints against Charleston School of Beauty Culture

For the file

From: Casto, Lamona R
Sent: Monday, June 07, 2010 10:07 AM
To: Higginbotham, Adam L
Subject: Investigation of complaints against Charleston School of Beauty Culture

June 4, 2010 -- Dustin Stone and Sara Mego are students. They made it sound like they were walk-ins. I did not see any hair in any sink. That doesn't mean there never has been, but I doubt that there was ever as much as was stated in the complaint. The weak places in the floor are to be fixed this week-end. There is another soft spot; Ms. Hall said it was a drain. I don't think there is any danger of anybody falling through. Cell phones are not permitted on the "floor". There are designated areas when there is an emergency. Ms. Hall said the students were clocked out by her because they did not do it. She said she carries insurance on all students and if they do not clock out, she is liable for them when they leave the building. She showed me the time card that she had signed. Ms. Hall also told me that she has students to check their time to help make sure it is correct. Everything including the student's signature is documented in a large ledger. The students are furnished with kits that includes implements, books, which cost over \$200 alone, and two sets of scrubs. She does not include clippers because the students would refuse clients and would tell them they have to go upstairs. The nail techs are not given all items until they are actually needed. Ms. Hall showed me the list of items all students get. There were less than twenty on the "floor". One to two instructors was present when I came and when I left. Ms. Hall told me there was a rat in the basement; she said she called the exterminator which comes regularly anyway. The lunch room is not beautiful, but the worst thing I saw was that the floor needed new paint or covering. According to Ms. Hall the white picket fence (which I did not notice) had been there for years. It was to separate the area for cell phone use from the "floor" area. The staff had decided on the dress code. All students but barbering students wear white, and barbering students wear black. Ms. Hall said she was the one who said something about being able to see their underwear. She said to her knowledge her son had never been charged with anything. The odor is sewer gas and they have to deal with it when it happens. I did not smell an odor. Ms. Hall said Jack Donta left April 24, 2010, and these students are mad because he pretty much let them come and go as they pleased. When I went in the school I asked one student if everything was going well and how she was doing. She just looked at me as if to say she was not happy. Her name is Laura Hall. When I asked another student if she was happy, she said, "I'm smiling". I do not know her name. Lucinda Patrick was not mentioned, however I don't think she was a client. Whatever the case I think all three put all this together. Notice how similar all descriptions of the complaints are. In conclusion, I think these students are brats, don't like to follow rules and regulations, and when the least little thing occurs that they don't like, they make it all sound a whole lot worse than it is. The school has policies, which seem reasonable to me, and even though I was able to do inspections on both schools, these students cause a lot of waste of my time and yours.

Lamona Casto, Inspector/Investigator

June 3, 2010

On the above date, Michelle Debord, brought in a copy of her aesthetician license which was a black and white copy with an original 2010 sticker; I made a color copy. I immediately noticed discrepancies and called the State Board to confirm that the license # was issued to her. Upon speaking with the representative in that office, it was determined that the license number on the copy was not issued to a Michelle A DeBord as the license indicated. Witnesses to this call where: DeWayne Durham, Gwen Dillon, Steve Porterfield.

Catherine Smith
6/4/10

~~Cathy~~ Katy
Smith
HR Mgr.

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Monday, June 07, 2010 3:48 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: heathersillman@yahoo.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Heather Sillman
Address: Rt. 2 Box 349
Farmington, WV 26571
Phone: 304-694-4026
E-mail: heathersillman@yahoo.com

Individual or Business Named in the Complaint

Name: Barbara Bland
Company: ASIC
Address: 69 Corey Road
Whitehall, WV 26554
Phone: 304-363-2015

List of Witnesses

Description of Complaint

I asked for the information to get my work permit. I was told I couldn't get my permit until the school was paid for. I can't get the rest of my school paid for if I can't work. I am afraid I'm gonna forget alot of what I have learned because I can not do a job I have did my schooling for.

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Tuesday, June 22, 2010 2:42 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: wrightja1119@gmail.com
Subject: WVBBC Complaint

Follow Up Flag: Follow up
Flag Status: Flagged

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Jamie Wright
Address: 111 Red Fox Run
Daniels, WV 25832
Phone: 440-376-4824
E-mail: wrightja1119@gmail.com

Individual or Business Named in the Complaint

Name: Jamie Wright
Company: None
Address: 111 Red Fox Run
Daniels, WV 25832
Phone: 440-376-4824

List of Witnesses

Description of Complaint

I am writing in regards to transferring a state of Ohio Cosmetology License to State of WV Cosmetology license. My daughter graduated from the Brown Aveda Institute for Cosmetology in 2009. We moved here from Ohio due to her fathers employment change. After we moved here we found out that the state of West Virginia requires 2000 hours to hold a license in which she only has 1500 hours. My question is why is the state of West Virginia one of the only states that require 2000 hours opposed to 1500 hours. It makes no sense to me why she can not work in a salon after

graduating from one the most "top notch" beauty schools there is. She can go to New York or California and cut hair but she can not work in Beckley, West Virginia???? Makes no sence! We checked out the Beckley Beauty academy for her to pick up the extra 500 hours and came to the conclusion that it would not benefit her one bit to attend that college. Is there any talk of changing this state law any time soon? Or is there any other way for her to work here.....What about hiring in as an assistant? Just Curious, Jamie Wright
