

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Saturday, January 02, 2010 9:53 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: baby_alex13@hotmail.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Cathy Cooper
Address: Rt 2 Box 55
Milton, WV 25541
Phone: 304-743-3561
E-mail: baby_alex13@hotmail.com

Individual or Business Named in the Complaint

Name:
Company: Mastercuts
Address: Huntington Mall
Barboursville, WV 25504
Phone: 304-733-0033

List of Witnesses

Description of Complaint

Unclean practices , Very unprofessional , employee was watching the clock instead of paying attention to what customer wanted. All the employee wanted was to hurry and get finished, like it was time for her break. She was very unprofessional and as a very well paying customer, was very unhappy with the haircut recieved. When telling this to her I recieved unprofessional treatment for being critical of the job that was preformed. Not one time did I see anyone clean any of razors or combs or scissors between cuts while in the store. Maybe I should report this to the health dept as well?

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Sunday, January 03, 2010 10:17 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: Tnypeachez@yahoo.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Michele McDaniels
Address: 84 Mona Village, PO BOx 113
Granville, WV 26534
Phone: 304-282-3082/304-599-1422
E-mail: Tnypeachez@yahoo.com

Individual or Business Named in the Complaint

Name: Twanna Mitchell
Company: Trade Secret
Address: Morgantown Mall
Westover, WV 26505
Phone: 304-983-6230

List of Witnesses

You can call Trade Secret 304-983-6230 and anyone that answers will tell you that Twanna Mitchell is the manager and that she is not a cosmetologist. Nikki Rotunda 304-276-4514 Teresa Dugan 301-873-5539 Shelly Davidov 304-677-8881

Description of Complaint

Dear Mr. Higginbotham, I would appreciate knowing what in the world is going on. I called at the beginning of December 2009 and spoke to someone named Brian, and inquired as to why there is a manager of the Morgantown Trade Secret who is not a licensed cosmetologist. I am the only cosmetologist working there and I am "NOT" the manager. Our law Series 7 3-7-2.17 Clearly states that you CAN NOT manage a shop in which cosmetology , barbering, manicuring, or skin care is performed without a license. I know a complaint was made by someone at the Morgantown Beauty

College on or around Dec. 9th, 2009. Because, I was doing a demonstration in front of the student body when Laura Rockis "pulled the manager out onto the carpet" so to speak. Then, I was told that later that day, an inspector made a visit to the salon. Nothing, I repeat, nothing was done about it. I am a licensed managing cosmetologist. And I do work there but, I AM NOT THE MANAGER. And I don't appreciate someone being allowed to run a salon using the "idea" that I'm "managing" and nothing being done about it. I went to school and paid good money for my license. It's my license and they use the fact that I'm there to get away with it. And it's ridiculous that people are getting away with this garbage because they "know" people. I don't care that I'm not the manager...what I care about is that the manager is not a licensed cosmetologist and that the District Manager and the Regional Manager knew she wasn't when they hired her and they are getting away with it. And I might add that all the witnesses that I gave are Beauty Advisors at the store and they all complained also but we are all in fear of losing our job...it just isn't right

Dear Mr. Western,
I Amanda Kowalski was at work at Studio 101 and my Boss Rose Bower asked me to do a wax after I finished moping. I proceeded to do so in the wax room, not knowing I was going to have to shave a mans entire body. Including him being naked. I used a clipper with a guard. I started shaving his back ~~legs~~ & thighs. I tried to make conversation and did so. After a few minutes the conversation got uncomfortable. This man John manchin asked me what peircings I had, and asked if they were below my waist line! I answered & changed the subject. He proceeded to ask if I shaved my pubic hair & if he could see it. I said no and once again changed the subject. He asked Random odd things through out the procedure. I shaved his Ar legs, chest, Armpits & ext. He began to fondle my Breasts. I asked him to stop & crouched down ~~to~~ to his legs so he could not do so anymore. Then I asked do I shave everything? He said yes everything. So I shaved his pubic hair and pubic Testicular hair, as I did so he asked if he could masterbate. I said no and proceeded to be done with the horafying procedure. I asked him to cloth himself & I left the room. I tried to stay as profesional as I could in that awkward situation. He came out and paid. He tipped us \$80. I gave it all to my boss wanting nothing else to do with it. I was in such shock my boss put me in a room with a man naked and made me do that and she thought it was okay! I left work soon after the ordeal and right away called my moth

and told her what had happened.
She was as shocked as I. She said she thought it was illegal. Me not working in a salon before I had no clue she couldn't make me do that & that it was illegal! I sat home most of that night, cried in shock. I was up most of the night too. I went to work the next day more toward the afternoon hours. I told my boss I wanted to talk to her. She said ("yeah hes a pervert") in front of a client. The client ended up knowing the man and asked me what happened. I told her I didn't want to talk about it. The client then told Rose to tell her what happened later she wanted to know!!! I was so shocked! I was infuriated she spoke of my business in front of a client but I kept my mouth closed. Later I talked to Rose. I told her I was very, very, very upset. I told her the remarks he made to me, how he fondled me and how he asked to masturbate. She got loud at me and said something along the lines of man up and quite crying. then she told me about what a man did to her in the past & she laughed & pretty much told me to get over it. She also said maybe I should have warned you better. After I just wrote her off I wasn't getting anywhere I called my friend Samantha Webber and Rose's former employe. I asked her if Rose ever made her do that. she said yes she had had to shave him once and Samantha told her she'd never do it again. I told Rose the something I just left it alone after that not knowing what to do. I didn't want to loose my job!

Mr. Weston I want to add a personal note. I just want this to never have to happen to another girl that was unknawing like me and Samantha. Its a horable feeling to know your Employer would do something like that & not care how degrading it made you & I want to be able to go to work in a work place and know I don't have to worry about what might happen that day! I just want to do what I was trained to do and do it to the best, of my ability I love being a cosmetologist.

Thank you for not writing me off
Sincerely Amanda Howard

Rose cell

304-657-8941

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Tuesday, January 19, 2010 6:14 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: TadwaterWV@Comcast.net
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Virginia Keener
Address: 20 Jeremy Lane
Morgantown, WV 26508
Phone: 304-292-0348 or 304-376-2069
E-mail: TadwaterWV@Comcast.net

Individual or Business Named in the Complaint

Name: Virginia Keener
Company: Spa Freyja
Address: 20 Jeremy Lane
Morgantown, WV 26508
Phone: TadwaterWV@Comcast.net

List of Witnesses

Jay and Barbra Bland 33 Corey Road Fairmont, WV. Adam Higginbotham Charleston WV.

Description of Complaint

On November 16,2009 I traveled to Charleston WV. to take the instructors exam. There were a number of us there to be tested. as the day progressed it came to be that I was the last one to be tested. As I sat in the waiting room with Jay and Barbra and Btittni Bland and Mr. Higginbotham himself. The Lady before me came out and informed us that she was finished. As We sat there I noticed that Mr. Higginbotham leand over and had a puzzled look and then began to speak to the Board members. He asked them where they were going that they still had one more instructor to test. I got up and follow the Board members back into the testing area. They were all complaining that they thought they were done for the day. Along with slamming notebooks on to the table and dropping

their purses or bags on the floor. They stating to me me that "I would have to bare with them that it had been a long day and they thought they were finished and that they were tired." Now I kept track of the time frame that all the other instructors were in the test area and they all had 45 minutes to and Hour to give there presentation for Theory and Practical. Now on that note I was taken into the test area at 4:15. I stood there for at least 5 minutes while they got settled in complaining the whole. Then they asked for my ID Number and then made a snide remark about being out of order, which was not my fault. Finally one of the board members decided to tell me to put a lesson plan on the board for a hair cut. So I started to put a lesson on the board, half way through a member spoke up and said "OK we can see that you can write a lesson plan so now do a theory lesson." I started to do a theory lesson and just into the lesson they said to me well go ahead and do the practical at the same time so we can finish. So I asked if I could please get some supplies to do this and they allowed it. Now half way into my Theory/Practical lesson, a board member started to asked me questions. Now this member of the board sat back in her seat and in a very rude tone asked me "If I had EVER WORKED IN A SALON" I politely said yes for a number of years and then put myself on the inactive list because I had started a family. Now she continued to asked questions. Her next question was "If she herself came into " MY SALON" and wanted the bleached streak fixed to match the rest of her hair what would I do?" Now I started to explain what I would do to correct her hair and mid way into my explanation she starts to shake her head no and looked at one of the other board members and said (In A RUDE TONE) "THAT'S WRONG" and the other Member agreed with her. Then she proceeded to ask me(RUDELY) "If a Person came into YOUR SALON and Had Gray hair and wanted the COLOR RED that YOU HAVE, what would you do?" Now having very very GRAY HAIR myself and I do my own color I proceeded to tell the board what I would do and in great detail let them know what color and series I would use. This Board member continued to ask me what series I would use. I explained to her that it all depended on the color brand that was being used because all brand have their own different series. But if I was using the color I use I would use this series and let her know what number and depending on the range of color was to be achieved, would depend on how much of the series you would use. Now this sounds like this whole testing process took a long time, when the reality of it is by the time I packed my equipment up and went out to the waiting room where the Blands were still waiting on me along with Mr Higginbotham. Barbra Bland looked at me and said "You are done already" and I said "Evidently." I looked at Mr Higginbotham and told him that they were rude and I was EXTREMELY RUSHED. If I was being tested on my knowledge of hair that they should have went and graded the ESSAY Test that came straight from the Milady tex book. Not one question was asked to me if a Patron came into the school and I was to show a student how to correct a color or what to do if this patron wanted color to cover gray. All the questions where aimed at my knowledge of hair. Now with all that said to every one in the room. When I left to go, I looked at my watch and I was in my car at 4:45. Now with all the waiting for them to get set up and to tell me what to do and being EXTREMELY RUSHED to do the Theory and Practical (at the same time) I was in there maybe a total of 20 MINUTES (MAYBE). Now I don't feel that I was treated fairly, I was not given the opt amount of time to do my Presentation, and they were just down rite RUDE. I Understand being tired, but I was there just as long as they were. But I still went in there professionally and tried to do the best I could under the situation. I feel that the Board should wave the cost of my Retake in February since they Failed me on the Practical and I have to return. The Board Members were unjust and I don't feel I should be penalized for their actions and Attitudes. So I am informing you that I will Be back in February to retest and that If I pay for this test that I want reimbursed for the coast considering I didn't get the fair professional time that I should have. I will Be down on the 21st of February to also voice my opinion on the situation at hand and to make sure that my complaint didn't get lost in the Paper work at the Office of the State Board. It is of great regret that I have to send this complaint to the board, I am one person that trys to find the best in all situations and I am a very compromising person. But in this case it was unprofessional and unjust for the way I was treated. Thank You Virginia A Keener

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Saturday, February 13, 2010 10:03 AM
To: Higginbotham, Adam L; Western, Patrick L
Cc: mom22jim@aol.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Lori Roberts
Address: 111 Canoe Court
Inwood, WV 25428
Phone: 304-820-9216
E-mail: mom22jim@aol.com

Individual or Business Named in the Complaint

Name: Tina?
Company: Perfect Nail
Address: 4984 Gerrardstown Road
Inwood, WV 25428
Phone: 304-229-8590

List of Witnesses

There were many others in the place, but I didn't know till after I left.

Description of Complaint

I went into Perfect Nails on Friday, February 12, 2010. I had a fill done on my nails and had my eyebrows waxed. A young man started my nails and Tina finished. Tina did my waxing too. I was telling a friend that I had just gone and done all that and she said - you did? I didn't know they had a cosmetologist with a license to do that. Did I see the license on the wall? So later on Friday I went there again - I saw only one license for a nail something and no picture. No cosmetologist and there were several nail techs doing nails. There was a woman there getting a pedicure who told them specifically that she had diabetes and I heard that they aren't supposed to do that. The same young man who started my nails did part of her pedicure. The "aunt" of Tina finished her pedicure. I thought

something was strange when another customer asked, so what brought you all to West Virginia (from Viet Nam) and they all looked at each other like "what do we say". Tina finally said "to be with me". I don't know what the "rules" are, but I definitely have the impression that something here was very wrong. It didn't fit together until after I left and got more information.

INVESTIGATION RECORD

Date complaint received: 2-16-10

Investigation requested by: Board of Barber & Cosmetologist

Nature of complaint: Perfect Nails # 4984 Denardstown Rd.

Inwood WV 25428 304-259-8590

Complaint attached Waxing w/out a license &
illegal working w/out Maximum license.

Date of investigation: 2-18-10

Detailed report of investigation: I was in area when I received
the complaint & I had there Slip for Routine
inspection Stop in & Tina Brother was doing
a pedicure No license. He said he was waiting
on a work permit I told him he wasn't allowed
to work w/out a license - Tina had been fined
previously for allowing unlicensed worker's
There was no wax machine but a Table Reclining
Chair in back room. She said her Aunt would
come & do hair & she was Alst. Hitecino. She Not
license in WV. I fined her 2nd offense \$1000.00

Inspector signature: Lynda Ware Date: 2-18-10

2.12 she had been warned + told No
one could work or perform any service
but license people w/ WT License. she is
the only one license in shop. Salon Next
door Janming said she has the whole family
working when there busy.

also there is a truck now delivery to there
door w/ supplies. A Van.

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Monday, February 22, 2010 12:23 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: irockwithscissors@comcast.net
Subject: WVBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Gennie Rudisill
Address: 285 Panorama Drive
Martinsburg, WV 25403
Phone: 304-274-3497
E-mail: irockwithscissors@comcast.net

Individual or Business Named in the Complaint

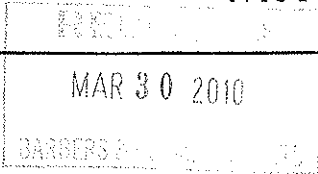
Name: Missy
Company: Heavenly Touch Day Spa
Address: 881 Mid-Atlantic Pkwy
Martinsburg, WV 25404
Phone: 304-264-4772

List of Witnesses

April, is the spa's receptionist and has witnessed, Missy the owner giving services to customers. Missy is not a hairdresser or doesn't hold any license to do any work on people.

Description of Complaint

They are providing services to people, meaning public, without being a licensed person. Nor, has state board been in to check them out since it has been open.



INVESTIGATION RECORD

Date complaint received: 3 - 10

Investigation requested by: Board of Barbers & Cosmetologists

Nature of complaint: Heavenly Touch Day Spa # 15306

Allowing unlicensed worker to perform services on client

No Hard Copy just a phone call from office

Not sure of date

Date of investigation: 3-24-10

Detailed report of investigation:

Inspected Shop #15306 Heavenly Touch Day Spa attached to Sun Beds Salon. Owner + Mgt. Not in but I spoke to receipt. & told her the situation & check the Book & all she had schedule was body wraps. So she Melissa Treary Grove called & I told her about the situation & she said it wouldn't happen again. She had a wedding party & no one show up to do pedicure so she did the service. I informed her if it happen again she would be fined & closed. She said she would make sure

Inspector signature: Lynola Ware

Date: 3-24-10

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Monday, March 01, 2010 2:11 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: pamcampbell7@hotmail.com
Subject: WVBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Pamela Campbell
Address: P.O. Box 24
Victor, WV 25938
Phone: 304-619-7614
E-mail: pamcampbell7@hotmail.com

Individual or Business Named in the Complaint

Name: WV Board Of Cosmetology WV Board Of Cosmetology
Company: WV Board Of Cosmetology
Address: Dunbar
Dunbar, WV 25301
Phone: 304-558-2924

List of Witnesses

Description of Complaint

I would like to formally petition the WV State Board of Barbers and Cosmetologists for the complete and final results of my exam from the Nail Tech practical that I took on February 23, 2010. The results that I received on March 1, 2010 are completely unacceptable. If your Board is going to hand down these failure results, I feel I have every rights to the reasoning behind them. My complete contact information is attached to the body of this complaint if you should have any questions.

Western, Patrick L

From: Higginbotham, Adam L
Sent: Tuesday, March 02, 2010 9:29 AM
To: Western, Patrick L
Subject: FW: WVBBC Complaint

Assign a complaint number. And state our action of asking the Board at the next board meeting.

From: Adam.L.Higginbotham@wv.gov [mailto:Adam.L.Higginbotham@wv.gov]
Sent: Monday, March 01, 2010 2:11 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: pamcampbell7@hotmail.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Pamela Campbell
Address: P.O. Box 24
Victor, WV 25938
Phone: 304-619-7614
E-mail: pamcampbell7@hotmail.com

Individual or Business Named in the Complaint

Name: WV Board Of Cosmetology WV Board Of Cosmetology
Company: WV Board Of Cosmetology
Address: Dunbar
Dunbar, WV 25301
Phone: 304-558-2924

List of Witnesses

Description of Complaint

I would like to formally petition the WV State Board of Barbers and Cosmetologists for the complete and final results of my exam from the Nail Tech practical that I took on February 23, 2010. The results that I received on March 1, 2010 are completely unacceptable. If your Board is going to hand down these failure results, I feel I have every rights to the reasoning behind them. My complete contact information is attached to the body of this complaint if you should have any questions.

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Monday, March 08, 2010 11:33 AM
To: Higginbotham, Adam L; Western, Patrick L
Cc: for_youreyes_only_99@yahoo.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Amanda Kerlavage
Address: P.O. Box 8005
Huntington, WV 25705
Phone: 3044125347
E-mail: for_youreyes_only_99@yahoo.com

Individual or Business Named in the Complaint

Name: Christopher SLASH
Company: 1914 Willow Street
Address: 1914 Willow Street
Huntington, WV 25701
Phone: 3046345718

List of Witnesses

david nance, 1931 willow street pam grubbs, 1910 willow street par backus, 1925 willow street

Description of Complaint

mr.slash is a licensed barber that cuts hair from his home(residence) in an area NOT zoned for business. He does indeed accept monetary reimbursement for his services.

For Agency Use:

West Virginia Board of Barbers and Cosmetologists

Complaint #:

COMPLAINT FORM.

This form is used when there is a complaint filed by a consumer, shop owner, or any interested party. Please completely fill out all fields. Your name and information **WILL NOT** be revealed. Once the complaint is filed, the Board will conduct an investigation into the complaint.

NAME
(COMPLAINT FILED BY)

PHONE NUMBER

TODAY'S DATE

Mar. 10, 2010

NAME OF
SHOP/LICENSEE COMPLAINT

LOCATION OF SHOP OR
LICENSEE

SHOP/LICENSEE #

INCIDENT DATE

MEANS OF RECEIVING
COMPLAINT (letter, phone, etc)

COMPLAINT
(Please fill the incident that warrants a complaint) Write on back if more room is needed.

*Charleston Town Center's Threading Kiosk:
Threading in an unlicensed facility
Threading with cosmetology or aesthetic license*

AGENCY USE ONLY

NAME
COMPLAINT RECEIVED BY

ACTION TO BE TAKEN

Investigation

FINAL FINDINGS

See back

INSPECTOR &
DATE INSPECTED

Ronnie Cisto

DATE: *Mar. 10, 2010*

Mar. 10, 2010

eyebrow Thinning by Dipa from Bangladesh.

I talked to Sumina "Michelle" Shrestha. After explaining the situation she called her brother, then started closing down when I told her she had to cease and desist immediately.

"Michelle" said she did not know it was not legal, because a license was not required in Texas.

There was a price list for eyebrows, upper lip, neck, chin, sideburns, or full face. Prices ranged from \$5 - \$30.

Before leaving, I told "Michelle" that if she did not comply with ^{this} cease and desist order, that legal action would be taken and that I would be checking again.