

Western, Patrick L

From: Adam.L.Higginbotham@wv.gov
Sent: Wednesday, April 14, 2010 3:59 PM
To: Higginbotham, Adam L; Western, Patrick L
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Taylor Jackie
Address: 12 Princeton
Princeton, WV 24740
Phone: 123456789
E-mail:

Individual or Business Named in the Complaint

Name: Kathy
Company: Pro Nail
Address: 00 New Hope
Princeton, WV 24740
Phone: 123456789

List of Witnesses

Description of Complaint

To May Whom Concern. There is an Unlincenced working at Pro Nail, Princeton. Her name is kathy. short skinny girl with classes. she wax my eyebrow and burn my eye for five day, and i never get it burn before.

#014222

Pro Nails

1263 Stafford Dr.
Princeton, WV

Owner Kha D. Pham.

This salon has a history of unlicensed workers.

[Handwritten signature]

4/14/10

Concerning: Carl Helmick, Cosmetologist, at
Flanagan's Barbershop- 106 West Washington St.
Lewisburg WV, 24910. License #027853.

To whom it may concern,
Carl Helmick, cosmetologist, has been performing ear,
neck and head shaves with an unsanitary straight razor.
Every client is offered an ear and neck shave at every
haircut by Mr. Helmick. Barbers Gene Flanagan and
Jeremy Hill are daily witnesses, as well as the clientele at
Flanagan's Barbershop. For the health and well being of
the citizens of Lewisburg, I hope action will be taken.

Thank you,
Concerned Citizen

Western, Patrick L

From: Casto, Lamona R
Sent: Tuesday, May 18, 2010 8:03 PM
To: Higginbotham, Adam L; Western, Patrick L
Subject: Complaint: Concerning Carl Helmick, cosmetologist at Flanagan's Barber Shop (27853), 106 W. Wash. St., Lewisburg

Follow Up Flag: Follow up
Flag Status: Completed

Carl Helmick was the only person working at the shop when I was there today. I talked to him in private about the allegations which he denied. He told me that he had never shaved anybody, not even their neck. I told him that somebody was not telling the truth and that I would be giving him a warning based on those allegations. I used code 2.10 and indicated a warning since I did not see him do anything wrong; therefore, I could not issue a 1st. offense violation. I have no doubt that these allegations are true.

Higginbotham, Adam L

From: Adam.L.Higginbotham@wv.gov
Sent: Wednesday, April 21, 2010 12:20 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: Choclatpuddin212@aol.com
Subject: WVBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Alyssa Hardwick
Address: 1210 N. 15th St.
Clarksburg, WV 26301
Phone: 304-624-7441(h) 304-203-8564(cell)
E-mail: Choclatpuddin212@aol.com

Individual or Business Named in the Complaint

Name:
Company: Clarksburg Beauty Academy
Address: 120 South 3rd St.
Clarksburg, WV 26301
Phone: 304-624-6475

List of Witnesses

Yaritza Riviera-2110 Oakmound Drive-Clarksburg, WV 26301 Yaritza Fernandez-119 Shuttlesworth St.-Clarksburg, WV 26301

Description of Complaint

In July 2009 I enrolled in the nail tech class at the academy. The class was to be a 10-12 week course. Unfortunately, i am still at the school because i have not had a steady teacher at the school. There would be days at a time when i wouldn't see anybody. I noticed this the first week of school. I was eventually assigned a cosmetology teacher(Jackie Book) to act as my nail tech instructor. The problem with that was when she was able to work with me(which wasn't often), it was only for a short period of time due to having to tend to her cosmetology students also. There would be days that we would start a chapter and then she would have to leave and most times never return that day, which

would leave me in limbo. This happened numerous times. Mrs. Book ended up going on medical leave for a number of months, which left no teacher at all. While all this was going on, new student were enrolling in the nail tech class also. They too learned that there wasn't an instructor for the course. When Mrs. Book went on leave the owner (Angela Policano) had her personal assistant (Nancy Robinson), who was not a licensed teacher to teach us. Yes, she knew some things about nails, as she went to school previously there as a cosmetology student. She was inconsistent also, as she was needed by Mrs. Policano at times and we wouldn't see her either. This went on for a period of time. Mrs. Book is now back and things haven't changed much. It is now time for State Boards on May 3, and me and the witnesses are scheduled to take the test and none of us feel confident enough to take the test. Mrs. Book has now been working with us from 12-2p to prepare us for this test and it seems like everything is now being crammed on us. One nail tech student took the test in February and failed, which was no surprise, as we had no consistent teaching. I just think that the money that was paid on my behalf through DRS was not used properly in a way that I feel I learned enough to go out in society and get gainful employment. I do not feel confident enough to do acrylic nails on any client at this point. I think this whole experience has been a waste of my time and the state's money. The other nail tech students, who are my witnesses are in agreement with the whole situation. I hope that you will look into this situation, so that this doesn't happen to future nail tech students. The only thing I regret at this time is that I didn't get in touch with you sooner.



Joe Manchin III
Governor

Adam L. Higginbotham
Director

State of West Virginia
Board of Barbers and Cosmetologists

1201 Dunbar Ave.
Dunbar, WV 25064
Telephone: 304-558-2924
Fax: 304-558-3450
www.wvbhc.org

Board Members

Michael Belcher
Justina Gabbert
Sarah Hamrick
Paula Kurczak
Susan Poveromo
Jim Ryan
Rick Stache

Clarksburg Beauty Academy
120 South Third Street
Clarksburg, WV 26301

April 29, 2010

Dear Mr. and Mrs. Policano,

The Board office received the below complaint on April 21st, 2010 concerning the lack of "steady" instructing from an instructor of nail technology. Please review the complaint below and respond within 15 days of receipt of this letter.

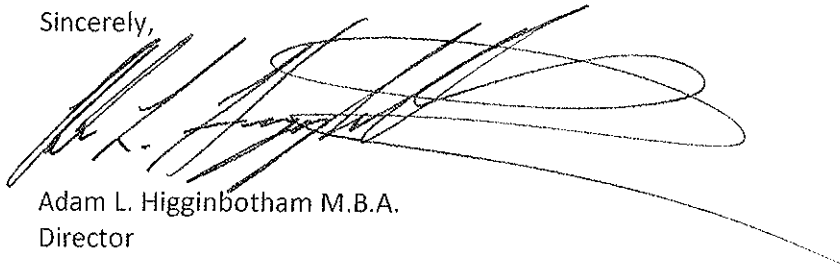
Below is the verbatim complaint received by the Board office:

In July 2009 I enrolled in the nail tech class at the academy. The class was to be a 10-12 week course. Unfortunately, i am still at the school because i have not had a steady teacher at the school. There would be days at a time when i wouldn't see anybody. I noticed this the first week of school. I was eventually assigned a cosmetology teacher(Jackie Book) to act as my nail tech instructor. The problem with that was when she was able to work with me(which wasn't often), it was only for a short period of time due to having to tend to her cosmetology students also. There would be days that we would start a chapter and then she would have to leave and most times never return that day, which would leave me in limbo. This happened numerous times. Mrs. Book ended up going on medical leave for a number of months, which left no teacher at all. While all this was going on, new student were enrolling in the nail tech class also. They too learned that there wasn't an instructor for the course. When Mrs. Book went on leave the owner (Angela Policano)had her personl assistant(Nancy Robinson), who was not a licensed teacher to teach us. Yes, she knew some things about nails, as she went to school previously there as a cosmetology student. She was inconsistent also, as she was needed by Mrs. Policano at times and we wouldn't see her either. This went on for a period of time. Mrs. Book is now back and things haven't changed much. It is now time for State Boards on May 3, and me and the witnesses are scheduled to take the test and none of us feel confident enough to take the test. Mrs. Book has now been working with us from 12-2p to prepare us for this test and it seems like everything is now being crammed on us. One nail tech student took the test in February and failed, which was no suprise, as we had no consistent teaching. I just think that the money that was paid on my behalf through DRS was not used properly in a way that I feel I learned

enough to go out in society and get gainful employment. I do not feel confident enough to do acrylic nails on any client at this point. I think this whole experience has been a waste of my time and the state's money. The other nail tech students, who are my witnesses are in agreement with the whole situation. I hope that you will look into this situation, so that this doesn't happen to future nail tech students. The only thing I regret at this time is that I didn't get in touch with you sooner

Should you have any questions concerning this complaint, please feel free to contact me at 304-558-2924.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam L. Higginbotham". The signature is written in a cursive style with a large, sweeping flourish at the end that extends to the right.

Adam L. Higginbotham M.B.A.
Director

Clarksburg Beauty Academy, Inc.
&
School of Massage Therapy

120 SOUTH THIRD STREET
CLARKSBURG, WEST VIRGINIA 26301
PHONE 304-624-6475 FAX 304-624-6465

Adam Higginbotham, Director
Board of Barbers & Cosmetologists
1201 Dunbar Ave.
Dunbar, WV 25064

May 1, 2010

Dear Mr. Higginbotham,

This letter is in response to a complaint that was received in the Board office on April 21, 2010. Although no name was on the copy of the complaint that I received I am sure that it is regarding Alyssha Hardwick.

Alyssha is a student with multiple physical handicaps and with special needs. When Alyssha enrolled in the Nail Tech Program, I met with her rehabilitation case worker, Kathryn Beverly, and discussed her limitations. At that time both Alyssha and her case worker were informed that in the Nail Tech Program the students do not have one on one Instruction 8 hours a day. And that the program is taught by the Cosmetology Instructors. They were informed that an Instructor would work with her, give her assignments which she would complete and these would be graded and checked by the Instructor. She would also have demonstrations of different techniques and then she would have clinic time to perfect these techniques and they would be graded and checked by the Instructor. At no time are our Nail Tech students in a situation where there is no Instructor present. The nail technician work area is in a part of the main clinic and at least two instructors work that clinic daily, thus making an instructor available at all times.

Early in the program it became apparent that Alyssha did not have the manual dexterity that was necessary to perform the nail services. She also lacked the social skills that were necessary to work with her clients and her peers. At that time I met with Kathryn Beverly and informed her of this problem. And I told her that Alyssha was welcome to stay in the program beyond her contract date with no additional tuition and fees being charged. We agreed that Alyssha wanted to stay because it was the first time she was out on her own trying to accomplish something. She completed her 400 hours in October 2009 but she continued to come to school until this week. At this time Alyssha still had full access to the Instructors and to all products that she needed to practice. Many of the Cosmetology students volunteered to be models for her to practice on and helped her feel that she was part of the school by bringing her lunch and trying to befriend her. It took several months before she would accept their help.

Several months later two Spanish speaking students enrolled in the program. English was their second language and although they had no problem reading English, they had problems with some of the technical terms. I talked to Paula Kurczak regarding this problem and ask if one of girls could use her mother as a model for the State Board Exam so she could interpret for her. Mrs. Kurczak advised me that the Director would contact me, however this never happened. My personal assistant, Nancy Robinson, speaks limited Spanish and she is a licensed Cosmetologist. I did ask her to assist the students, not as an Instructor but as an interpreter to help them with the technical terms. She made them cards with the terms in English and Spanish to help them. With Alyssia's demanding personality she made every effort to make these students feel that if an Instructor was not with them one on one 8 hours a day they would not be able to succeed.

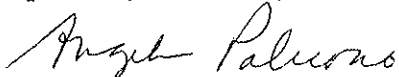
It is true that Mrs. Book did have a heart attack and it was a difficult time at the school because she has been an Instructor at our school for many years and was missed. However, everyone pulled together including myself and taught the classes that she usually taught.

I feel that we at the school have all made special efforts to help Alyssha. She now has the ability to pass the State Board. We had a mock State Board last week and she passed the written tests as well as the practical. Her work was not perfect, but she has come a long way since July 2009. The problem I now foresee is that Alyssha has a fear of entering the workforce and does not want to pass the State Board Exam.

As for Alyssha not getting an education that was paid for, it cost much more than the State paid for her to attend school for nine (9) months.

The Clarksburg Beauty Academy has been in operation since 1967 and this is the first time I have found myself having to address the board due to a student who felt they did not get a proper education. I am at the school everyday and oversee all of the classes and instruction. I will be glad to discuss this matter with the board and get this resolved.

Respectfully submitted,



Angela Policano
Owner

On May 6, 2010

I took my 17 yr. old into Top Nail, Putnam Village @ 7:30 p.m. for acrylic nails no design no paint just nails!

A female working there began the service. During the visit she would not engage in conversation. Did not identify herself! She was very rough smacking my daughter's hand with file!

The nails look terrible my daughter's fingers / nail beds are very tender & soar the nails are not attached to nail bed lifted severely unnecessary drilling has been done

In less than 2 hrs nails have already broken / falling off!

Upon leaving salon my daughter had acrylic up her fingers past first knuckle. I know know the woman's name to be Ki Thi Thon

I feel ^{she} should not be allowed to do nails if she cannot be professional.

P.S.
They also do waxing

Sincerely
Jennif Davis
304 395-9036
Lic No: 9034777



Joe Manchin III
Governor

Adam L. Higginbotham
Director

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Board Members

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Jim Ryan
Rick Staehle

VI THI THUONG LE
4 LIBERTY SQUARE PLAZA
HURRICANE, WV 25526

May 7, 2010

Dear Vi Thi Thuong Le:

The Board of Barbers and Cosmetologists has received a complaint filed against your license. The complaint letter is enclosed in this letter.

The complaint overview is:

- The consumer's nails hurt and are very tender
- Skin of finger was covered by acrylic during the service
- Artificial nails were not attached properly
- The artificial nails are lifting and one has broken off in sections

As required by law, you have fourteen (14) days after receipt to respond to the complaint filed against you.

Please read the complaint and respond in written. You may mail your response to 1201 Dunbar Avenue, Dunbar, WV 25064.

Should you have any questions, please feel free to contact the Board office.

Sincerely,

Adam L. Higginbotham M.B.A.
Director

Visit us on the web at www.wvbbe.org

Top Nails LLC

5/19/10

Dear Customer,

Thank you for taking the time to communicate to us why our service did not meet your expectations. I have every desire to address your needs and provide the best solution available to resolve your issue as soon as possible.

I will make my best attempt in regaining your confidence in our company. Please accept my sincerest apology for any trouble or inconvenience I may have caused you. Again, I highly appreciate your feedback as it will assist Top Nails in becoming better at what we do. As with any business like ours, the greatest advertising we can have is word of mouth from a satisfied customer. It's our goal to retain you as a satisfied customer and will hope to serve you again in the future. If you have any problem with nail that have fallen off or clip, we have a 3 day policy which will replace or repair the nails without charge if you have come back to our shop. If the nail set is unsatisfactory to expectations I am happy to redo it for you or have my colleague redo it.

Thank you,

VILE

