

CERTIFIED MAIL RETURN RECEIPT REQUESTED

January 11, 2010

Jennie Stanley  
21 Pheasant Lane  
West Milford, NJ 07480

Ms. Jorgina Andrawos  
201 King Street  
Martinsburg, WV

Dear Ms. Andrawos:

As you have not returned calls and have not made yourself available to me for close to two months, I am now writing in an effort to obtain the previously requested information. As you know, I notified you that I left school on October 11, 2009.

I have significant concerns about the way my finances have been handled. Those concerns have escalated since you made yourself unavailable to answer questions I have repeatedly left on your voicemail, and with Ms. Kirby concerning my contract with you.

I attended nine weeks three days (288 class hours) of a 2000 hour program, or 14.4 percent of the entire program. According to your contract Federal Pro Rata Refund Policy ("If a student withdraws during their first 60% of an Academic Year (AY), the tuition charges refunded by the school shall be equal to the portion of the enrollment period for which the student has been charged that remains on the withdrawal date minus any student charges.") Direct Loans (a Federal Program) entitles the school to 14.4 % of the total tuition, or \$2,448.00 (plus a \$100.00 enrollment fee). Disbursements were paid in the amount of \$9,477.00. According to these calculations, \$6,929.00 should have been returned to Direct Loans and credited to my account.

The contract, in paragraph G, says that "Time is of the essence..." for the contract. I have continued to adhere to timeliness with regard to my concerns and am disappointed that you have not complied with those terms of the contract, a contract that you wrote. Basically, you have been uncooperative.

Although you were notified in October that I would not be returning, you did not, according to Direct Loans, notify them of my withdrawal, which you are required to do immediately. In essence, you were scheduled to receive a second installment of a loan payment that Direct Loans would have paid even though I was no longer enrolled in the school. During the only conversation you engaged in, when questioned as to why you did not notify Direct Loans, you replied you only notify them every 30-45 days. It was, in fact, after 45 days and you had still not notified Direct Loans. Does that mean that your students are in fact charged for that time? Is that ethical? Is that legal? Please forward to me verification that you did indeed notify them, if Direct Loans was incorrect. Please also forward to me the verification that Direct Loans was reimbursed for the appropriate amount.

Furthermore, you offered to give me 600 credit hours, and in fact have said for months that you were sending that transcript out. That would mean you changed my attendance records and were willing to give credit for unattended classes or were trying to change the amount of

hours to justify the amount of funding you kept, whether you kept it by accident or not. On January 8, 2010, Ms. Kirby confirmed that you mailed out the 600 hour transcript.

Another issue of concern—After beginning classes in the Cosmetology Program, I decided that my career choice of working with a doctor's office doing skin care consultations would be better served in the Aesthetician Program. That program was one thousand hours fewer than the Cosmetology program and also ten thousand dollars less. You, however, informed me, and apparently many others, that to transfer I would still be required to pay the full \$17,000.00 amount as opposed to the \$7,000. 00 amount. It seems to me, in retrospect, you should have refunded the amount due for the cosmetology program and simply enrolled me in the aesthetician program at the \$7,000. 00 amount. I felt bullied into staying in the more expensive program. Is this fair, ethical or legal?

Please immediately forward to me verification that the appropriate funds have been returned to Direct Loans.

Thank you,

Jennie Stanley

Cc: Attorney General Darrell McGraw  
State Capitol Complex  
Building 1, Room E-26  
Charleston, WV 25305

U.S. Department of Education  
Office of the Inspector General  
400 Maryland Avenue, SW  
Washington D.C. 20202-1500

WV State Board of Barbers & Cosmetologists  
1716 Pennsylvania Avenue #7  
Charleston, WV 25302

Direct Loans  
U.S. Department of Education  
P.O. Box 9003  
Niagara Falls, NY 14302-9003

General Counsel  
International Beauty School  
201 W. King Street  
Martinsburg, WV 25401



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.wvbbs.org](http://www.wvbbs.org)

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

Jennie Stanley  
21 Pheasant Lane  
West Milford, NJ 07480

May 7, 2010

Dear Jennie Stanley:

The West Virginia State Board of Barbers and Cosmetologists is in receipt of your letter that you sent to us and several other agencies concerning your financial aid.

Although this matter is under the jurisdiction of federal agencies, the Board office would like to be updated of the situation going on through your complaint proceedings.

Please note that the Board office address has changed to 1201 Dunbar Avenue, Dunbar, WV 25064.

Should you need assistance from the Board office, please feel free to contact us.

Sincerely,

Adam L. Higginbotham M.B.A.  
Director

**Western, Patrick L**

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**From:** Adam.L.Higginbotham@wv.gov  
**Sent:** Thursday, May 13, 2010 6:13 PM  
**To:** Higginbotham, Adam L; Western, Patrick L  
**Subject:** WVBBC Complaint

## **West Virginia Board of Barbers and Cosmetologists**

# **Complaint Form**

### **Individual Making Complaint**

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Name: NONE AVAILABLE SEE COMMENTS INSP. FERRELL/REPORTING  
Address: PO BOX 37  
FOLSOM, WV 26348  
Phone: (304) 334-3361  
E-mail:

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### **Individual or Business Named in the Complaint**

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Name: BONNIE / RITA MURPHY / CUSTER  
Company: INDIVIDUAL HOME  
Address: RR3 BOX 242-3 / 22 CHERRY LANE  
WHEELING / WHEELING, WV 26155  
Phone: NOT LISTED

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### **List of Witnesses**

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MINDI FROM THE OFFICE E-MAILED ME ABOUT COMPLAINT CONCERNING THE 2 LADIES LISTED ABOVE. WORKING OUT OF THEIR HOMES ON A CASH BASIS. PER ADAM I INSP. HELEN SHOULD PUT IT ON THIS COMPLAINT FORM.I RECEIVED COMPLAINT FROM MINDI BY E-MAIL I REPLIED TO MINDI'S E-MAIL AND cc: ADAM, ASKING WHAT DID THE OFFICE WANT ME TO DO. INVESTIGATE? APPARENTLY THERE IS NO COMPLAINANTS NAME GIVEN. MY UNDERSTANDING IS THAT I CANNOT GO INTO PRIVATE HOMES WITHOUT BEING INVITED.

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### **Description of Complaint**

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COSMOS WORKING: BONNIE MURPHY AND RITA CUSTER WORKING OUT OF THEIR HOMES ADDRESSES LISTED ABOVE. WORKING ON A CASH BASIS.

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**Western, Patrick L**

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**From:** Adam.L.Higginbotham@wv.gov  
**Sent:** Tuesday, May 18, 2010 2:22 PM  
**To:** Higginbotham, Adam L; Western, Patrick L  
**Cc:** phuong020406@yahoo.com  
**Subject:** WVBBC Complaint

## **West Virginia Board of Barbers and Cosmetologists**

# **Complaint Form**

### **Individual Making Complaint**

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Name: May Nguyen  
Address: 2837 Pike Street  
Parkersburg, WV 26101  
Phone: 304 489-3070  
E-mail: [phuong020406@yahoo.com](mailto:phuong020406@yahoo.com)

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### **Individual or Business Named in the Complaint**

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Name: Quynh Tran  
Company: Saint Albans Nail Salon  
Address: 1400 Maccorkle Avenue  
Saint Albans, WV 25177  
Phone: 304 721-8899

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### **List of Witnesses**

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One of their clients, she didnt give out her name. My name is May Nguyen, who wrote this complaint.

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### **Description of Complaint**

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This salon just opened up not even one year. The owner hired unlicensed people to work for her. Quynh also does massage, facials and body waxing professional license. I dont think it is fair for people who work with licenses. Please make an unexpected visit to this salon anytime of the week so you will see what one of their clients had told me. Quynh hid her hot wax pot in a private room in the back to do wax on her clients. Thanks for the concern.

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# West Virginia Board of Barbers and Cosmetologists

## Complaint Form

### Complaint Initiated by:

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Name: Board Of Barbers And Cosmetologists Board Of Barbers And  
Cosmetologists  
Address: 1201 Dunbar Ave  
Dunbar, WV 25064  
Phone: 304-558-2924  
E-mail:

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### Individual or Business Named in the Complaint

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Name: Barbara Bland  
Company: Art and Science Institute of Cosmetology  
Address: 33 Coriey Road  
Fairmont, WV 26554  
License #: 022099

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### Description of Complaint

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The Board has received information suggesting that Ms. Bland has pled guilty of and was thereafter convicted of one count of Federal Financial Aid Fraud, a felony. West Virginia Code § 30-27-20(g)(2) provides that being convicted of a felony or other crime involving moral turpitude may be grounds for disciplinary action by the Board.

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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.wvbbc.org

Board Members

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

Barbara Bland  
33 Coriey Road  
Fairmont, WV 26554

May 25, 2010

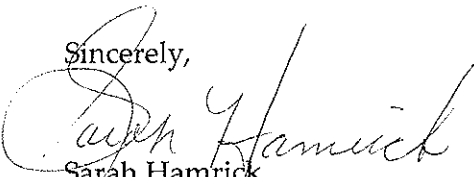
Dear Mrs. Bland:

The purpose of this letter is to inform you that a formal complaint has been filed by the West Virginia Board of Barbers and Cosmetologists (hereinafter "Board") against you. Please review the enclosed copy of the complaint, as filed by the Board, and provide the Board with a written response addressing the allegations listed therein.

You have fourteen (14) days from the date of this letter in which to file your response with this Board. The relevant statutes and rules may be found at [www.wvbbc.org](http://www.wvbbc.org) or [www.wvsos.com/csr/](http://www.wvsos.com/csr/).

Should you have any questions regarding this complaint, please do not hesitate to contact the Board office.

Sincerely,



Sarah Hamrick  
Board Secretary

Cc: Nicole A. Cofer, Assistant Attorney General

COPY - ORIGINAL MAILED  
MAY 26 2010  
PLW

**Western, Patrick L**

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**From:** Adam.L.Higginbotham@wv.gov  
**Sent:** Wednesday, May 26, 2010 2:22 PM  
**To:** Higginbotham, Adam L; Western, Patrick L  
**Subject:** WVBBC Complaint

## **West Virginia Board of Barbers and Cosmetologists**

# **Complaint Form**

### **Individual Making Complaint**

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Name: Renae Taylor  
Address: PO Box 256  
Varney, WV 25696  
Phone: 304-235-4581  
E-mail:

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### **Individual or Business Named in the Complaint**

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Name: Tonya Evans  
Company: Reflections Salon & Spa  
Address: 150 E. 2nd Ave  
Williamson, WV 25661  
Phone: 304-236-4247

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### **List of Witnesses**

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### **Description of Complaint**

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On getting May 21st in was in there getting my hair done and witnessed an unlicensed individual (Shellee Kelley doing make -up in the shop she did at least three girls make-up while I was there.... I thought you had to have a license 2 work in a beauty shop she is an employoee @ the Mingo County Courthouse nerver been 2 beauty school she just is best friends with the owner. I have pictures.(I will e-mail pics) Also the owner of the shop that did my hair she used a brush on me that had been used in everyones hait without being cleaned or sanitized other hair was haging off it (disgusting) If you open her drawer you will see the filth.....

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**From:** Adam.L.Higginbotham@wv.gov [mailto:Adam.L.Higginbotham@wv.gov]  
**Sent:** Fri 5/28/2010 1:43 PM  
**To:** Higginbotham, Adam L; Western, Patrick L  
**Cc:** mikacrace@yahoo.com  
**Subject:** WVBBC Complaint

## West Virginia Board of Barbers and Cosmetologists

# Complaint Form

### Individual Making Complaint

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Name: Mika Crace  
Address: 5013 Shannon Dr.  
Cross Lanes, WV 25311  
Phone: (304) 721-3531  
E-mail: [mikacrace@yahoo.com](mailto:mikacrace@yahoo.com)

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### Individual or Business Named in the Complaint

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Name: Dr. Daniel L. Stickler  
Company: Opulence Spa  
Address: 1516 Kanawha Blvd. East  
Charleston, WV 25311  
Phone: 304-721-3531

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### List of Witnesses

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Brian Chandler

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### Description of Complaint

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(PLEASE DO NOT SHARE MY NAME WITH THIS COMPANY FOR FEAR OF RETALIATION) Black mold was covered on several walls with mud and paint as instructed to do so by Dr. Daniel L. Stickler. This mold will effect all clients as well as employees. This facility is not sanitary or fit to have clients or employees in.

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## Western, Patrick L

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**From:** Higginbotham, Adam L  
**Sent:** Tuesday, June 22, 2010 10:33 AM  
**To:** Casto, Lamona R  
**Cc:** Western, Patrick L  
**Subject:** RE:

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Patrick,

Please print and staple to their shop opening application.

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**From:** Casto, Lamona R  
**Sent:** Monday, June 21, 2010 5:07 PM  
**To:** Higginbotham, Adam L  
**Cc:** Western, Patrick L  
**Subject:**

I did not see mold or asbestos. The place looked nice upon entering the salon which is on the second floor. I talked to a nail tech about washing implements with glasses and eating utensils. It appeared to be true. She said it was disgusting. She told me they had to take towels home everyday to wash them. The soiled towels were lying in a pile in the kitchen area. I talked to James Troy, Compliance Officer from OSHA who received the same complaint that we did. He said if nothing is done to cause the mold or asbestos to become airborne, it is not harmful. He said you would have to get the findings through FOIA (FREEDOM OF INFORMATION ACT).f He said that may or may not be possible until the investigation is closed. He also said if there was anything he could do, to contact him. Mr. Troy said the only thing he saw was that the plates were not o the light switche. I showed him the electrical certification that we require. He found it interesting that the person who signed the form was the same person who owns the house where Opulance Spa is located. Linda Stickler, mother of Dr. Daniel Stickler , said that the eletrician owns Frame's Electric. The nail tech that I talked to said she would probably be leaving. I went over the corrections that are needed with Ms. Stickler. A second sink will be put in to keep implements separate from eating utensils and glasses. She will get covered containers for soiled towels. Ms. Stickler said she was sure the complaing came from a disgruntled employee. I don't know all details, but she supposedly was to call the board office to ge the forms for a shop opening inspection. Never the less, according to Ms. Stickler, she had a "melt-down" and had to be escorted out by the police.