



WEST VIRGINIA
STATE BOARD OF
BARBERS AND COSMETOLOGISTS

2011 ANNUAL REPORT
VOLUME 5 (COMPLAINTS)

BOARD MEMBERS

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

EXECUTIVE DIRECTOR

Adam L. Higginbotham

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C 2011-31

Higginbotham, Adam L

From: Adam.L.Higginbotham@wv.gov
Sent: Friday, November 12, 2010 10:29 PM
To: Higginbotham, Adam L; Western, Patrick L
Subject: WVBB Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Ali Desarno
Address: 100 Mango Street
Martinsburg, WV 25401
Phone: 304-849-3456
E-mail:

Individual or Business Named in the Complaint

Name: Tiffany Dawn Boyles
Company: Unavailable
Address: 101 Mango Street
Martinsburg, WV 25401
Phone: 304-5963403

List of Witnesses

Description of Complaint

Tiffany is doing nails and waxing services out of her home and is creating lots of traffic in the neighborhood



State of West Virginia
 Board of Barbers and Cosmetologists
 1201 Dunbar Avenue
 Dunbar, WV 25064

Earl Ray Tomblin
 Governor

p: 304.558.2924
 f: 304.558.3450
 www.wvbbs.org

Director
 Adam L. Higginbotham

Board Members

Michael Belcher Justina Gabbert
 Sarah Hamrick Susan Poveroni
 Jim Ryan Rick Stache

December 6, 2010

Tiffany Boyles
 101 Mango Street
 Martinsburg, WV 25401

COMPLAINT #: C2011-31

Dear Ms. Boyles:

The Board office has received the enclosed complaint concerning you performing nails and waxing from your home.

After a quick software search, the Board cannot locate a shop listed in your name.

Also enclosed with this complaint is a Cease and Desist Letter addressing two concerns at this time. The concerns are: 1) performing services in an unlicensed facility and 2) performing waxing services outside the scope of practice of a nail technician.

The Board office is requesting your response to this complaint.

According to 3CSR9, you are required to respond to the complaint enclosed in writing within 15 days of receipt of this letter.

Please mail your response to:

WVBBC Response
 1201 Dunbar Avenue
 Dunbar, WV 25064

Sincerely,

Adam L. Higginbotham
 Director



State of West Virginia
 Board of Barbers and Cosmetologists
 1201 Dunbar Avenue
 Dunbar, WV 25064

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December 6, 2010

VIA CERTIFIED MAIL

Dear Tiffany Boyles:

The West Virginia Board of Barbers and Cosmetologists (hereinafter "Board") was created by the legislature to protect the public by regulating the practice of beauty culture in the State of West Virginia. W. Va. Code § 30-27-1 *et seq.* On November 12th, 2010 the Board received a formal complaint regarding:

- Performing services in an unlicensed facility
- Performing waxing services that are outside the scope of practice for a nail technician

After reviewing the received complaint it was determined that the issues mentioned above, if accurate, are in violation of West Virginia law.

As a result of you are hereby ordered to CEASE AND DESIST all business relating to the issues mentioned above within the State of West Virginia until such a time that you are properly licensed.

Failure to comply with this cease and desist order will result in further legal consequences. Please feel free to contact the Board's Executive Director at (304) 558-2924 with any questions.

Sincerely,

Adam L. Higginbotham M.B.A.
 Executive Director

Higginbotham, Adam L

From: ali desarno [adesarno1987@live.com]
Sent: Tuesday, December 28, 2010 1:48 PM
To: Higginbotham, Adam L; tdboyles21@yahoo.com
Subject: Complaint # C2011-31

Adam,

This letter is to advise you that the complaint filed on 11-12-2010 through your company's website on Tiffany Boyles did not come from me as the complaint states. An unknown person falsely used my name and other personal information. This letter was brought to my attention after Tiffany recieved it, and per your request I am sending this letter to further advise I Ali DeSarno did not launch a complaint on your website in regards to Tiffany Boyles. Thank you and if you have any further questions please contact me at 304-839-3465

Tiffany Boyles

104 Mahogany Ct. Martinsburg, WV 25404

Tel: 504 5965405 tdboyles21@yahoo.com

Adam L. Higginbotham M.B.A.

Executive Director

State of West Virginia Board of Barbers and Cosmetologists

1201 Dunbar Avenue

Dunbar, WV 25064

Monday, December 27, 2010

Dear Adam,

I am writing you in regards to complaint # C2011-31 that I received December 24, 2010 via certified mail at my fiances home. I was extremely shocked that I would be receiving mail at my fiances home considering all of my mail, especially licensing matters are sent to my home address of 104 Mahogany Court which should have been the address listed and associated with my license number M02177. After renewing my license online I have found that my address is not correct in your system, which made no sense considering I have never made a change of address. I was also shocked after reading the nature of the letter.

I have also spoke to my fiances neighbors and they have informed me that they have made no such complaint as listed, and they are very concerned that someone has been able to forge their name and make false accusations and will be in contact with the board immediately to aid in resolving the issue, and if possible trace who made the complaint originally to pursue and take the proper legal actions accordingly.

I read in your first letter that you have no records of me working currently in a salon and that jarred my mind to some reasons there may have been a complaint filed against me. In August I left my place of employment to continue and further my education at a local university per my managers encouragement. Initially my absence from work would only be through the week and I would work weekends as much as possible with the understanding that school was my main priority, because when I had previously tried to attend school there were several schedule lack of staff issues that prevented me from attending class which led to me working constantly. As the semester progressed it became apparent that I would not be able to handle working every weekend and have success academically so I requested that I not work during the school year at all. My employers agreed, though not too happily and I asked to clear some of my desk since I would not be there regularly and they became extremely offended, especially when I removed my license from above my station. I chose to remove my belongings because I had personally bought all my own tools and they were often used at my station without my consent and knowledge and I felt more comfortable knowing that they were not being used while I was not present nor could my license be used improperly for any reason. I left one dremel tool for their use since that was the main tool they had used at my desk as well as if I were to return for a weekend that I was free. As soon as I left, which I had been under the impression were on decent terms, I received numerous phone calls stating my employers were announcing I no longer worked there as well as many other slanderous statements, one of which they informed my clients they could contact me via facebook because I was performing services from my home which was completely incorrect. After weeks of phone calls and texts from former regular clients all relaying the relatively same story I decided to retrieve the rest of my belongings and cut ties as civilly as possible. Since then my fiance and I have found my former employers driving by my fiances house on numerous occasions, which is close to their salon but out of their way, also it seems quite often when I enter Wal-Mart one of them is close by while I am shopping or if I stop to speak with one of my previous clients. It has made me feel very uncomfortable that they still have not let go of the situation and it makes me uneasy knowing that they are very familiar with myself and my personal information such as social security number, as well as people who surround me. Please understand I am not jumping to any conclusions or forming any accusations but I have in my history of employment with them have had an issue with them using my information to apply for a booth rental through the board without my knowledge and later informed me that it was required and they were only trying to help me, but I later found it was so they were not fined.

I currently attend Shepherd University full time and I am also a part-time employee of Shenandoah Veterinary Hospital. I can provide you with any proof from either or both of these locations if necessary. While attending school I do often have people over for study groups as well as my fiance and I do entertain on the weekends. His home is not located in a private neighborhood nor is there a home owners association that we are in violation of. The neighborhood is very small and consists of only six homes on the street, it is very visible from the main road and also a very busy intersection, which is where I often see my previous employers. With having friends and family over I have in the past polished nails on occasion as a favor but I have never taken any compensation for doing so, nor does every person who comes to his home do so for this purpose. It was my interpretation of the law that if I am not running a business nor receiving compensation for services that I was within my rights but if possible I would like some clarification so I stay in compliance with state laws. As far as waxing I have never performed waxing services for anyone other than myself, I do own a waxing pot that I purchased from a Sally's Beauty Supply, which is open to the public and therefore was never questioned as far as licensing is concerned. I do fully understand that waxing services are outside the scope of practice for a nail technician.

After reviewing the website it concerns me how little informations is required to file a complaint, anyone with a grudge and basic information can submit a complaint at anytime, and it is very easy to impersonate someone else. What is more of a concern to me is how easy it is to access my personal information without proper credentials. I was able to access my license number by solely knowing my last name and with that number and very little poking around I was able to renew my license, as well as in the process access my mailing address, that for some reason was incorrect. As well from there it was easy to apply for other permits using that information, especially for someone who has my information on file for example an employer or former employer. At this time I would like to request that my file be made private and I be notified immediately if there are any inquires about myself or licensing matters of any kind dealing with my profile. Also it would be nice to see that the website be a little more secure, I feel that the intent of the website is a great idea but more action needs to be taken to keep personal information confidential. Having a place to sign in for licensees using a user id and passcode would be more efficient. If there are any questions I can be contacted via the number or email listed above. Thank you for your time.

Sincerely yours,

A handwritten signature in cursive script that reads "Tiffany D. Boyles". The signature is written in dark ink and is positioned above the printed name.

Tiffany Boyles



State of West Virginia
 Board of Barbers and Cosmetologists
 1201 Dunbar Avenue
 Dunbar, WV 25064

Earl Ray Tomblin
 Governor

p: 304.558.2924
 f: 304.558.3450
 www.wvbbc.org

Director
 Adam L. Higginbotham

Board Members

Michael Belcher	Justina Gabb
Sarah Hamrick	Susan Povero
Jim Ryan	Rick Stach

Tiffany Boyles
 101 Mango Street
 Martinsburg, WV 25401

March 18th, 2011

COMPLAINT #: C2011-31

Dear Ms. Boyles:

The Board has heard the complaint filed against you at the March 12th, 2011 board meeting.

Since the complaint was withdrawn, the Board voted to dismiss the complaint filed against you.

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

Sincerely,

Adam L. Higginbotham
 Director



Earl Ray Tomblin
Governor

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Michael Belcher Justina Gabbert
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Jim Ryan Rick Stache

Higginbotham, Adam L

From: Smith, Amanda D
Sent: Friday, December 17, 2010 5:04 PM
To: Higginbotham, Adam L
Subject: Complaint

I received a call from a "concerned customer" stating that Master Cuts at Cross Roads Mall in Mt. Hope, WV - has not had water for 2 to 2 ½ weeks. She wanted to let us know and ask how they can do hair without hot water? Thanks adam!

Amanda D. Smith

WV Board of Barbers and Cosmetologists
1201 Dunbar Avenue
Dunbar, WV 25064
(304) 558-2924 Ext. 6
Fax: (304) 558-3450

Please visit our website at www.wvbbc.org



Earl Ray Tomblin
Governor

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Director
Adam L. Higginbotham

Board Members

Michael Belcher Justina Gabbert
Sarah Hamrick Susan Poverom
Jim Ryan Rick Stache

Master Cuts
4 Crossroads Mall, SP F17
Bradley, WV 25818

December 20th, 2010

C2011-32

Dear Owner/Manager,

A complaint has been filed against Master Cuts #4901 for failing to have hot water.

The Board office is requesting your response to this complaint.

According to 3CSR9, you are required to respond to the complaint enclosed in writing within 15 days of receipt of this letter.

Please mail your response to:

WVBBC Response
1201 Dunbar Avenue
Dunbar, WV 25064

Sincerely,

Adam L. Higginbotham
Director



State of West Virginia
 Board of Barbers and Cosmetologists
 1201 Dunbar Avenue
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Director
 Adam L. Higginbotham

Board Members

Michael Belcher Justina Gabbe
 Sarah Hamrick Susan Poveron
 Jim Ryan Rick Stache

Master Cuts
 4 Crossroads Mall, SP F17
 Bradley, WV 25818

March 16, 2011

C2011-32

Dear Owner/Manager,

A complaint has been filed against Master Cuts #4901 for failing to have hot water.

The Board office has yet to receive the response from a letter dated December 20th, 2011.

This salon is now in violation of Title 2 Series 9 Complaint Procedures by not responding to the complaint within 14 days.

According to 3CSR9, you are required to respond to the complaint enclosed in writing within 14 days of receipt of this letter.

Please mail your response to:

WVBBC Response
 1201 Dunbar Avenue
 Dunbar, WV 25064

Since this violation is a third offense, the manager/owner of the salon is to appear before the Board. A letter stating the specifics of the meeting will be delivered to the salon in the next couple of weeks.

Sincerely,

Adam L. Higginbotham
 Director



Earl Ray Tomblin
Governor

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Director
Adam L. Higginbotham

Board Members
Michael Belcher Justina Gabb
Sarah Hamrick Susan Poveror
Jim Ryan Rick Srache

Master Cuts
4 Crossroads Mall, SP F17
Bradley, WV 25818

September 22, 2011

Complaint #: C2011-32

Dear Owner/Manager,

On September 19th, 2011 the Board reviewed the complaint filed against the salon for not having hot running water available for services for more than three known days.

The Board decided to uphold the violation notices that have been filed. Since the violation notices have been paid as for September 20th, 2011 the Board dismissed the complaint.

Sincerely,

A handwritten signature in black ink, appearing to read "Adam L. Higginbotham", is written over a light blue horizontal line.

Adam L. Higginbotham
Director



Earl Ray Tomblin
Governor

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Board of Barbers and Cosmetologists
1201 Dunbar Avenue
Dunbar, WV 25064

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www.wvbbc.org


Director
Adam L. Higginbotham

Board Members

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

MEMORANDUM

To: Annual Report Status

From: Adam L. Higginbotham 
Director
Board of Barbers and Cosmetologists

Date: September 22, 2011

Subject: C2011-33

Complaint C2011-33 is a closed complaint. The original complaint was forwarded to the West Virginia State Police (Keyser Dispatch) in December 2011. The complaint is closed for the complainant's safety.

Higginbotham, Adam L

From: Adam.L.Higginbotham@wv.gov
Sent: Tuesday, December 07, 2010 3:15 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: wolfe.t@frontiernet.net
Subject: WVBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Tiffany Wolfe
Address: 21460 N. Preston Hwy
Bruceton Mills, WV 26525
Phone: 304-379-3339
E-mail: wolfe.t@frontiernet.net

Individual or Business Named in the Complaint

Name: NV Nails NV Nails
Company: NV Nails
Address: 869 Venture Dr.
Morgantown, WV 26506
Phone: (304) 225-0930

List of Witnesses

Older Japanese lady that works for the company (NV Nails)

Description of Complaint

On September 13, 2010 I received a manicure and a pedicure. During the pedicure the above mentioned employee cut my Left Great toe, that is likely the probable cause of an infection in my left leg, and eventually lead to sepsis and being hospitalized for a week with cellulitis. During the pedicure I noticed that the instruments were not cleaned at all, I noticed dead skin on them that wasn't mine and I did not see her clean the instruments before she used them on me!!! I looked into her little "tool box" and also noticed that none of those instruments were cleaned. During this process, I wasted \$53.00 and who knows how much my hospital bills are going to be. It is bad enough that I had to

suffer through this experience, my wish is that this is fixed and no one else is harmed because of this companies uncleanliness.



Earl Ray Tomblin
Governor

State of West Virginia
Board of Barbers and Cosmetologists
1201 Dunbar Avenue
Dunbar, WV 25064

p: 304.558.2924
f: 304.558.3450
www.wvbbc.org

Director
Adam L. Higginbotham

Board Members
Michael Belcher Justina Gabber
Sarah Hamrick Susan Poverom
Jim Ryan Rick Stache

NV Nails
Owner/Manager
869 Venture Drive
Morgantown, WV 26506

December 27, 2010

COMPLAINT #: C2011-34

Dear Salon Owner/Manager:

The Board office has received the enclosed complaint concerning multiple issues.

The Board office is requesting your response to this complaint.

According to 3CSR9, you are required to respond to the complaint enclosed in writing within 14 days of receipt of this letter.

Please mail your response to:

WVBBC Response
1201 Dunbar Avenue
Dunbar, WV 25064

Sincerely,

Adam L. Higginbotham
Director

Higginbotham, Adam L

From: Ware, Lynda W
Sent: Wednesday, December 08, 2010 9:05 PM
To: Higginbotham, Adam L
Subject: RE: WVBBC Complaint

Adam I was there yesterday on a regular inspection. They were not busy and I did vertebral warn them and went through Sanitation Regulation to throw away dirty or used implement when not working all Stations should be Cleaned before customer and after. I talk with them care f pedicure stations. I told them I would give citation next time if they didn't correct. I also showed them to use 70 o/o alcohol on a paper towel and wipe every thing down. Before and after each client and also disinfectant. Wash hands before and after.

I'm going on Annual Leave but if you want to go back I'll stop back by again.

Talk to you latter.

From: Higginbotham, Adam L
Sent: Tue 12/7/2010 3:58 PM
To: Ware, Lynda W
Cc: Western, Patrick L
Subject: FW: WVBBC Complaint

Lynda,

Please inspect this salon on Friday. Check for sanitation issues and to see if they are cleaning implements. Look closely at the implements. Thanks.

Please send me an email about the inspection once complete.

Adam

From: Adam.L.Higginbotham@wv.gov [mailto:Adam.L.Higginbotham@wv.gov]
Sent: Tuesday, December 07, 2010 3:15 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: wolfe.t@frontiernet.net
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Tiffany Wolfe
Address: 21460 N. Preston Hwy
 Bruceton Mills, WV 26525
Phone: 304-379-3339
E-mail: wolfe.t@frontiernet.net

Individual or Business Named in the Complaint

Name: NV Nails NV Nails
Company: NV Nails
Address: 869 Venture Dr.
Morgantown, WV 26506
Phone: (304) 225-0930

List of Witnesses

Older Japanese lady that works for the company (NV Nails)

Description of Complaint

On September 13, 2010 I received a manicure and a pedicure. During the pedicure the above mentioned employee cut my Left Great toe, that is likely the probable cause of an infection in my left leg, and eventually lead to sepsis and being hospitalized for a week with cellulitis. During the pedicure I noticed that the instruments were not cleaned at all, I noticed dead skin on them that wasn't mine and I did not see her clean the instruments before she used them on me!!! I looked into her little "tool box" and also noticed that none of those instruments were cleaned. During this process, I wasted \$53.00 and who knows how much my hospital bills are going to be. It is bad enough that I had to suffer through this experience, my wish is that this is fixed and no one else is harmed because of this companies uncleanliness.

January 3, 2011

WVBBC Response
1201 Dunbar Avenue
Dunbar, WV 25064

To Whom It May Concern:

I am writing in response to the letter that was received in our establishment on December 30, 2010 whereby client, Tiffany Wolfe, submitted a complaint to the board related to a pedicure that she received at NV Nails. Ms. Wolfe identifies in her complaint that her pedicure was performed by an "older Japanese woman". Ms. Wolfe related that her left great toe was cut which led to a hospitalization for an infection and Cellulitis that developed in her left leg. Ms. Wolfe alleges that the tools used to perform the pedicure had dry skin on them and she observed the technician's box to be "dirty".

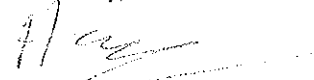
The technicians who work at NV Nails follow a process to ensure that all customers receive their pedicures in a clean pedicure chair that is washed after each use and is cleansed using Lysol 4 In 1 Cleaner. Each technician uses instruments that have been inspected for debris and any noted debris is removed. The instruments are then soaked in Barbicide then sanitized for fifteen minutes using a Berkeley Sterilizer. Once the instruments have been cleaned in this manner each set of instruments is placed in a plastic box to keep the instruments free from dust. NV Nails also uses Steri-Dri Fumigant as a dry sanitizer should any instrument require sanitizing in that manner. An example of when dry sanitation may take place would be when an instrument is accidentally dropped on the floor. Each technician is responsible for inspecting, cleaning and packaging their own instruments.

When a customer requests a pedicure they are asked if they would like to have their nails trimmed during their pedicures. If requested, toenails are trimmed using nail clippers and are filed. At NV Nails, we want our customers to experience a relaxing pedicure in a sanitary environment using sanitized instruments. Many customers return to our shop for service and several have commented regarding the cleanliness of the shop.

On November 30, 2010, NV Nails severed their relationship with the "older Japanese woman" that Ms. Wolfe identified in her complaint based on customer dissatisfaction related to this technician taking too long to complete requested services. I must also identify that some return customers requested she provide their services.

Thank you for the opportunity to provide this response to Tiffany Wolfe's complaint. I hope that by outlining our cleaning and sanitizing process the board can see that the technicians at NV Nails are taking every precaution to minimize/prevent the spread of infection. Feel free to contact me at 304-225-0930 should you have further questions or concerns. I am sorry that Ms. Wolfe was dissatisfied with the service that she received at NV Nails.

Sincerely,



Hai Nguyen, Manager
NV Nails
869 Venture Drive
Morgantown, WV 26506



State of West Virginia
 Board of Barbers and Cosmetologists
 1201 Dunbar Avenue
 Dunbar, WV 25064

Earl Ray Tomblin
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Director
 Adam L. Higginbotham

Board Members

Michael Belcher Justina Gabb
 Sarah Hamrick Susan Poveroi
 Jim Ryan Rick Stacke

NV Nails
 Owner/Manager
 869 Venture Drive
 Morgantown, WV 26506

March 16, 2011

COMPLAINT #: C2011-34

Dear Salon Owner/Manager:

The Board reviewed the complaint filed against the salon on December 7, 2010 and an inspection report conducted on that same day.

Due to the reuse of single use items, the inspector issued verbal warnings. However, upon review, the Board decided to issue violation notices that should have been written to the shop on the above mentioned inspection date.

Therefore, enclosed you will find violation notices issued to NV Nails.

Sincerely,

Adam L. Higginbotham
 Director



VIOLATION NOTICE
 West Virginia State
 Board of Barbers and Cosmetologists
 1201 Dunbar Ave.
 Dunbar, WV 25064

B-

This is a violation notice of West Virginia Code, Chapter 30, Article 27,
 and/or the rules established through the authority of Chapter 30, Article 27.

Shop License # 15262 Date 3/16/11
 Individual Name NV Nails
 Violation Notice Cite # 2.40 1st Off. 2nd Off.
 Unsanitary Practice 3rd Off. Warn

By initialing the box below, I understand the Board office will contact me concerning this notice within

Licensee Signature Inspector Signature
 Comments
 Addl. Comments
 LOG #



VIOLATION NOTICE
 West Virginia State
 Board of Barbers and Cosmetologists
 1201 Dunbar Ave.
 Dunbar, WV 25064

B

This is a violation notice of West Virginia Code, Chapter 30, Article 27,
 and/or the rules established through the authority of Chapter 30, Article 27.

Shop License # 15262 Date 3/16/11
 Individual Name NV Nails
 Violation Notice Cite # 2.33 1st Off. 2nd Off.
 Unsanitary Practice 3rd Off. Warn

By initialing the box below, I understand the Board office will contact me concerning this notice within

Licensee Signature Inspector Signature
 Comments
 Addl. Comments
 LOG #



VIOLATION NOTICE
 West Virginia State
 Board of Barbers and Cosmetologists
 1201 Dunbar Ave.
 Dunbar, WV 25064

B-C

This is a violation notice of West Virginia Code, Chapter 30, Article 27,
 and/or the rules established through the authority of Chapter 30, Article 27.

Shop License # 15 262 Date 3/16/11
 Individual Name WV Nails

Violation Notice Cite # 2.44 1st Off. 2nd Off.
 Unsanitary Practice 3rd Off. Warn

By initialing the box below, I understand the Board office will contact me concerning this notice within

Licensee Signature Inspector Signature [Signature]
 Comments
 Addl. Comments
 LOG #



VIOLATION NOTICE
 West Virginia State
 Board of Barbers and Cosmetologists
 1201 Dunbar Ave.
 Dunbar, WV 25064

B-C

This is a violation notice of West Virginia Code, Chapter 30, Article 27,
 and/or the rules established through the authority of Chapter 30, Article 27.

Shop License # 15 262 Date 3/16/11
 Individual Name WV Nails

Violation Notice Cite # 2.45 1st Off. 2nd Off.
 Unsanitary Practice 3rd Off. Warn

By initialing the box below, I understand the Board office will contact me concerning this notice within

Licensee Signature Inspector Signature [Signature]
 Comments
 Addl. Comments
 LOG #



Earl Ray Tomblin
Governor

State of West Virginia
Board of Barbers and Cosmetologists
1201 Dunbar Avenue
Dunbar, WV 25064

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Director
Adam L. Higginbotham

Board Members
Michael Belcher Justina Gabb
Sarah Hamrick Susan Poveroni
Jim Ryan Rick Stache

Tiffany Wolfe
21460 N. Preston Hwy
Bruceton Mills, WV 26525

March 16, 2011

Tiffany,

Please find the findings from the complaint you supplied to the Board on December 7, 2010.

COMPLAINT #: C2011-34

Dear Salon Owner/Manager:

The Board reviewed the complaint filed against the salon on December 7, 2010 and an inspection report conducted on that same day.

Due to the reuse of single use items, the inspector issued verbal warnings. However, upon review, the Board decided to issue violation notices that should have been written to the shop on the above mentioned inspection day.

Therefore, enclosed you will find violation notices issued to NV Nails.

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

Sincerely,

Adam L. Higginbotham
Director

Higginbotham, Adam L.

From: Adam.L.Higginbotham@wv.gov
Sent: Wednesday, December 15, 2010 3:34 PM
To: Higginbotham, Adam L; Western, Patrick L
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Basanta Concepcion
Address: Holliday St.
Baltimore, MD 21202
Phone: 410-111-1111
E-mail:

Individual or Business Named in the Complaint

Name: Elegant Nails
Company: Elegant Nails
Address: 306 Galleria Plaza
Beckley, WV 25801
Phone: 304-929-2257

List of Witnesses

Description of Complaint

To Whom It May Concern, My name is Basanta Concepcion. On 12/09/2010, I came to Beckley, WV from Maryland, MD to visit my friend then we came to Elegant Nails located at 306 Galleria Plz, Beckley, Wv 25801 to do my nails and eyebrows waxing. There was a male nail technician who did my nails and eyebrows waxing. As the time he's done, my nails are bleeding a lot. He dropped a lot of waxing on my right face and almost dropped waxing into my left eye. In my opinion, this guy doesn't have a training to do waxing, also I did not see his lisenche on his station. If the law of West virginia requires a license to do waxing, please send a inspector come to that salon to check. If the law don't require a license, please discard my complain and sorry for your time. Best regards, BC



Earl Ray Tomblin
Governor

State of West Virginia
Board of Barbers and Cosmetologists
1201 Dunbar Avenue
Dunbar, WV 25064

p: 304.558.2924
f: 304.558.3450
www.wvbbs.org

Director
Adam L. Higginbotham

Board Members

Michael Belcher Justina Gabber
Sarah Hamrick Susan Poverom
Jim Ryan Rick Stache

Elegant Nails
Owner/Manager
306 Galleria Plaza
Beckley, WV 25801

December 27, 2010

COMPLAINT #: C2011-35

Dear Salon Owner/Manager:

The Board office has received the enclosed complaint concerning multiple issues.

The Board office is requesting your response to this complaint.

According to 3CSR9, you are required to respond to the complaint enclosed in writing within 14 days of receipt of this letter.

Please mail your response to:

WVBBC Response
1201 Dunbar Avenue
Dunbar, WV 25064

Sincerely,

Adam L. Higginbotham
Director

To whom it may concern,

I am an esthetician/nail technician, I have three other employees that are cosmetologists, and one nail technician. As the inspector has noticed, all of our licenses were displayed at the shelf behind our reception area. If the client had a concern at the time of receiving her service, we could have shown her where the licenses were displayed. For regarding the "bleeding a lot" that was caused by the service, I'm not quite sure what had happened for that matter was not made known at the time of service. If you have any questions, feel free to contact me at (706) 490-9182 or via email VIVIANDUONG@XATHLO.COM

Best regards,



Vivian Duong



State of West Virginia
 Board of Barbers and Cosmetologists
 1201 Dunbar Avenue
 Dunbar, WV 25064

Earl Ray Tomblin
 Governor

p: 304.558.2924
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Director
 Adam L. Higginbotham

Board Members
 Michael Belcher Justina Gabber
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 Jim Ryan Rick Stache

Elegant Nails
 Owner/Manager
 306 Galleria Plaza
 Beckley, WV 25801

March 16, 2011

COMPLAINT #: C2011-35

Dear Salon Owner/Manager:

The Board heard the complaint filed against the shop for unlicensed workers on March 12th, 2011. The Board dismissed the previous complaint filed due to lack of evidence.

The Board did determine more frequent inspections may be conducted at Elegant Nails.

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

Sincerely,

Adam L. Higginbotham
 Director

Cc: Basanta Concepcion

C2011-36

Higginbotham, Adam L

From: Adam.L.Higginbotham@wv.gov
Sent: Thursday, January 06, 2011 5:52 PM
To: Higginbotham, Adam L; Western, Patrick L
Cc: Sparkle24_84@yahoo.com
Subject: WVBBC Complaint

West Virginia Board of Barbers and Cosmetologists

Complaint Form

Individual Making Complaint

Name: Kristine Stottlemire
Address: 3226 Wiley Street PO Box 24
Fairmont, WV 26571
Phone: 304-694-8048
E-mail: Sparkle24_84@yahoo.com

Individual or Business Named in the Complaint

Name: Barbie Bland
Company: Art And Science Institution Of Cosmetology
Address: 33 Corey Rd
Fairmont, WV 26554
Phone: 304-363-2015

List of Witnesses

All Students Attending ASIC

Description of Complaint

Thursday Dec 30th at around 2pm in the afternoon I was asked to leave ASIC because I questioned Barbie Bland about working on a paying client out on the clinic floor with 2 other students (Alex and Brandy) who had not yet achieved their 300 hours. It was my understanding that Students under 300 hours were not aloud to be out on the clinic floor working on paying clients. It was also my understanding that it was not in the student instructors curriculum for me to be working on a paying client. Barbie Bland is running a school with 1 master instructor, herself. 1 master instructor that was teaching at the school has moved to Parkersburg and is supposed to be at the school 1-2 days a month. She has her daughter Brittany Bland is teaching a senior class and running the clinic floor.

Brittany is NOT a licensed instructor. She took the test and Failed. Yet she is teaching all the students, and working on paying clients on clinic floor. On more then one occasion I have witnessed them bringing students out of the 300 hour class (students who do NOT have 300 hrs yet) to work on paying clients. They are using the student instructors to teach classes with no master instructor in the room. They are not providing the curriculum to the student instructors that they need to be taught. They are charging the \$3,700.00 And then telling them to find their own book. No help is provided with the portfolio needed to put together. No instruction is taught. You either sit in a room all day and work on lesson plans, teach a class, or observe. I was there for 9 weeks and only got copies of chapters 1,2,and 3 out of the Student instructors book. I was told to read it. After the third chapter they said it was to expensive and time consuming to print copies and I would have to pay for a book. I could find one online or I could pay \$150.00 for a new one from the school but it was not included in my tuition of \$3,700.00. ASIC needs to follow the rules as well as any other school.



State of West Virginia
 Board of Barbers and Cosmetologists
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 Dunbar, WV 25064

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Director
 Adam L. Higginbotham

Board Members

Michael Belcher Justina Gabb
 Sarah Hamrick Susan Poveroi
 Jim Ryan Rick Stache

Art and Science Institute of Cosmetology
 33 Corey Road
 Fairmont, WV 26554

January 28, 2011

COMPLAINT #: C2011-36

Dear Mr. Bland:

The Board office has received a complaint concerning two students working on clients before obtaining 300 hours and allowing a student instructor to teach students without a master instructor being present in the classroom.

The Board office is requesting your response to this complaint. In addition to the response, the Board office is requesting copies of Brandy Crislip and Alexandria Moore's timecards.

According to 3CSR9, you are required to respond to the complaint enclosed in writing within 14 days of receipt of this letter.

Please mail your response to:

WVBBC Response
 1201 Dunbar Avenue
 Dunbar, WV 25064

Sincerely,

Adam L. Higginbotham
 Director

To the Board
Response to complaint #C2011-36

The 300-hour students were not performing services nor had they ever done so in the past. In order to keep the students in the 300-hour class inspired, many times they will observe demos from vendors, instructors and other students as part of the syllabus. On December 30 2010, Mrs. Stottlemire was asked to demo a foil while the two 300 hour students, Alexandria Moore and Brandy Crislip, observed.

On this particular day, Mrs. Stottlemire seemed to have a bad attitude about something. When Mrs. Bland asked her to assist with this particular client her negative attitude increased causing a small disruption in the classroom. Mrs. Stottlemire did begin the service, all the while her demeanor became worse. Mrs. Bland was observing and it became apparent that not only were the 300-hour students feeling the tension but so was the demo client. At this time Mrs. Bland calmly pulled Mrs. Stottlemire aside and asked her to clock out and leave as to avoid any further disruption. A short time later that same day Mrs. Stottlemire called on the phone and was very disrespectful in response to the situation. Mrs. Bland told her to wait until the following week and she would discuss the matter with her.

A few days following the disruption at the school, Mrs. Stottlemire was involved in another incident with Mrs. Mohr, who is also a student instructor at ASIC. The episode took place at Mrs. Mohr's salon and was described to me by both herself and Mrs. Mohr, as a fight. Upon discussing this with Mrs. Stottlemire I asked her to give me a few days to assess the situation and I would contact her. I then contacted Adam Higginbotham, the Director of the Board, to discuss the situation with my options for resolution. He had no problem with the resolve. Mr. Higginbotham explained to me that this was not something under the jurisdiction of the State Board and that he would put that in writing if necessary. Soon after my conversation with Mr. Higginbotham, Mrs. Stottlemire called me to inform me that she would prefer to transfer her hours to another school and she would be in the next day to pick up her transcripts. I told her to give me until the following Monday to get everything completed and that she could pick them up then. She and her husband came in that Monday, January 10th, to get her transcripts and certification of hours and sign a separation agreement. (see attached copy)

As for Master Instructors, under normal circumstances Mrs. Bland and Mrs. Haught, who are both Master Instructors, are in the school. Mrs. Haught has been working part time for a few months due to a back injury. We also have Mrs. Detch, a senior instructor, who has been with us for the past eight years and has over thirty years of teaching experience. Mrs. Delaney, our other Instructor, was also full time until December. She is in the process of moving and on completion of her move will return to work on a part time schedule. Brittney Bland is a Student Instructor at ASIC and has been for the past year. The current State Board (as well as previous members of the Board) is well aware of the fact the Brittney failed the evaluation portion of the exam. Anything Brittney Bland, or any other Student Instructor in the facility, does is under the direction and supervision of an instructor.

As for the remainder of her complaint, the curriculum outlined by the board can be found on the board website and is followed by ASIC. If a Student Instructor wishes to purchase their own book then that is their choice. ASIC provides a copy of the textbook

and the Student Instructors have no problem sharing and making copies if needed. Apparently, Mrs. Stottlemire did purchase a copy of the Student Instructor CD ROM of her own volition. In regards to the portfolio, Student Instructors are given an outline of the portfolio even though they all complain that they even have to do it. It is the responsibility of each Student Instructor to complete their own portfolio. There are currently two Student Instructors, Mrs. Mohr and Mrs. Haley, going through the program. I believe either of these ladies would be willing to speak to the Board should the Board wish to contact them. If you do not already possess contact information for these two ladies, please contact ASIC.

with down agreement

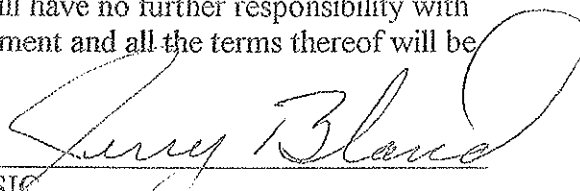
AGREEMENT

As of your last day of attendance, December 30, 2010, you have completed 237.50 hours of the Instructor Program at ASIC. To complete the Instructor Program, you would have to complete an additional 137.50 hours of training.

As per your request on January 6, 2011, ASIC has agreed to provide you with a copy of your transcript, under the terms described herein. Our original agreement was for the 375 hour Instructor Program to be completed at a cost of \$3750.00. You made a down payment of \$1250.00 on November 3, 2010, with the balance to be paid on or before completion of the program.

Cost for hours completed:	\$2375.00
<u>Down Payment:</u>	<u>\$1250.00</u>
Balance owed for hours completed:	\$1125.00

ASIC agrees to waive the balance due for the hours that you have completed and to release transcripts of your attendance as well as the certified hours. Our records will be amended to reflect that you have paid in full for the hours completed. If accepted by you, as witnessed by your signature hereon, ASIC will have no further responsibility with regard to the original agreement, and that agreement and all the terms thereof will be terminated.


ASIC
By: Jerry Bland, Owner

1-10-11

Date

I have read this agreement and agree with the content. I accept the terms of the agreement without limitation. By entering this agreement I release ASIC of having any further obligation to me past, present or future.


Kristine Stottlemire

1-10-11

Date

Student Satisfactory Progress Report

Cosmetology

2000 Hour Program

Students Name: Alexandria Moore
Social Security No.: XXX-XX-1429
Permit #: 58005
Enrollment Date: 11/09/10
Contract End Date: 02/16/12
Reported Month & Year: 11/01/10

Monthly Attendance

Monthly Hours Attended: 90.00
Monthly Hours Scheduled: 84.50
Monthly Hours Difference: (5.50)
Monthly Attendance Percentage: 107%
Late days for the Month 0

Monthly Academic Progress

Practical: 88 % B
Theory: 95 % A
Average: 92 % B

Cumulative Attendance: Required minimum 67%

Cumulative Academic Progress:

Cumulative Attendance to Date: 90.00
Scheduled Hours to Date 84.50
Remaining Hours 1910.00
Cumulative Attendance Percentage: 107%

Required minimum 75%: 92%

Comments/ Advising: _____

Probationary Period Commencing: _____

I hereby attest that I have read, understand and received a copy of the monthly satisfactory progress report.

Student Signature: Alexandria Moore

Date: 12-10-10

Instructor Signature: Mrs. Welch

Date: 12-9-10

Director Signature: Mrs. [Signature]

Date: 12/9/10

Student Satisfactory Progress Report

Cosmetology

2000 Hour Program

Students Name: Alexandria Moore
 Social Security No.: XXX-XX-1429
 Permit #: 58005
 Enrollment Date: 11/09/10
 Contract End Date: 02/16/12
 Reported Month & Year: Dec-10

Monthly Attendance

Monthly Hours Attended:	<u>102.25</u>
Monthly Hours Scheduled:	<u>115.25</u>
Monthly Hours Difference:	<u>13.00</u>
Monthly Attendance Percentage:	<u>89%</u>
Late days for the Month	<u>2</u>

Monthly Academic Progress

Practical:	<u>85 %</u>	<u>C</u>
Theory:	<u>93 %</u>	<u>A</u>
Average:	<u>89 %</u>	<u>B</u>

Cumulative Attendance: Required minimum 67%

Cumulative Attendance to Date:	<u>192.25</u>
Scheduled Hours to Date	<u>199.75</u>
Remaining Hours	<u>1807.75</u>
Cumulative Attendance Percentage:	<u>96%</u>

Cumulative Academic Progress:

Required minimum 75%: 90%

Comments/ Advising: _____

Probationary Period Commencing: _____

I hereby attest that I have read, understand and received a copy of the monthly satisfactory progress report.

Student Signature: Alexandra Moore

Date: 1/6/11

Instructor Signature: Mrs. Deter

Date: 1-7-11

Director Signature: Mrs. Blaud

Date: 1/6/11

Student Satisfactory Progress Report

Cosmetology

2000 Hour Program

Students Name: Alexandria Moore
 Social Security No.: XXX-XX-1429
 Permit #: 58005
 Enrollment Date: 11/09/10
 Contract End Date: 02/16/12
 Reported Month & Year: 01/01/11

Monthly Attendance

Monthly Hours Attended:	<u>64.50</u>
Monthly Hours Scheduled:	<u>97.50</u>
Monthly Hours Difference:	<u>33.00</u>
Monthly Attendance Percentage:	<u>66%</u>
Late days for the Month	<u>2</u>

Monthly Academic Progress

Practical:	<u>91 %</u>	<u>B</u>
Theory:	<u>97 %</u>	<u>A</u>
Average:	<u>94 %</u>	<u>A</u>

Cumulative Attendance: Required minimum 67%

Cumulative Attendance to Date:	<u>255.25</u>
Scheduled Hours to Date	<u>297.25</u>
Remaining Hours	<u>1744.75</u>
Cumulative Attendance Percentage:	<u>86%</u>

Cumulative Academic Progress:

Required minimum 75%: 92%

Comments/ Advising: _____

Probationary Period Commencing: _____

I hereby attest that I have read, understand and received a copy of the monthly satisfactory progress report.

Student Signature: _____

Date: _____

Instructor Signature: _____

Date: _____

Director Signature: _____

Date: _____

Student Satisfactory Progress Report

Cosmetology

2000 Hour Program

Students Name: **Brandy Crislip**
 Social Security No.: **XXX-XX-2457**
 Permit #: **58024**
 Enrollment Date: **11/09/10**
 Contract End Date: **02/16/12**
 Reported Month & Year: **Nov-10**

Monthly Attendance

Monthly Hours Attended:	<u>83.25</u>
Monthly Hours Scheduled:	<u>84.50</u>
Monthly Hours Difference:	<u>1.25</u>
Monthly Attendance Percentage:	<u>99%</u>
Late days for the Month	<u>0</u>

Monthly Academic Progress

Practical:	<u>88 %</u>	<u>B</u>
Theory:	<u>96 %</u>	<u>A</u>
Average:	<u>92 %</u>	<u>B</u>

Cumulative Attendance: Required minimum 67%

Cumulative Academic Progress:

Cumulative Attendance to Date:	<u>83.25</u>
Scheduled Hours to Date	<u>84.50</u>
Remaining Hours	<u>1916.75</u>
Cumulative Attendance Percentage:	<u>99%</u>

Required minimum 75%: 92%

Comments/ Advising: _____

Probationary Period Commencing: _____

I hereby attest that I have read, understand and received a copy of the monthly satisfactory progress report.

Student Signature: Brandy Crislip

Date: 12/10/10

Instructor Signature: M. M. Ditch

Date: 12-9-10

Director Signature: Mrs Bland

Date: 12/9/10

Student Satisfactory Progress Report

Cosmetology

2000 Hour Program

Students Name: Brandy Crislip
Social Security No.: XXX-XX-2457
Permit #: 58024
Enrollment Date: 11/09/10
Contract End Date: 02/16/12
Reported Month & Year: Dec-10

Monthly Attendance

Monthly Hours Attended: 85.50
Monthly Hours Scheduled: 119.00
Monthly Hours Difference: 33.50
Monthly Attendance Percentage: 72%
Late days for the Month 3

Monthly Academic Progress

Practical: 87 % C
Theory: 92 % C
Average: 90 % C

Cumulative Attendance: Required minimum 67%

Cumulative Attendance to Date: 168.75
Scheduled Hours to Date 203.50
Remaining Hours 1831.25
Cumulative Attendance Percentage: 83%

Cumulative Academic Progress:

Required minimum 75%: 91%

Comments/ Advising: _____

Probationary Period Commencing: _____

I hereby attest that I have read, understand and received a copy of the monthly satisfactory progress report.

Student Signature: Brandy Crislip

Date: 1-10/11

Instructor Signature: Mrs. Dotch

Date: 1-7-11

Director Signature: Mrs. Bland

Date: 1/6/11

Student Satisfactory Progress Report

Cosmetology

2000 Hour Program

Students Name: **Brandy Crislip**
 Social Security No.: XXX-XX-2457
 Permit #: 58024
 Enrollment Date: 11/09/10
 Contract End Date: 02/16/12
 Reported Month & Year: Jan-11

Monthly Attendance

Monthly Hours Attended:	<u>50.25</u>
Monthly Hours Scheduled:	<u>78.00</u>
Monthly Hours Difference:	<u>27.75</u>
Monthly Attendance Percentage:	<u>64%</u>
Late days for the Month	<u>3</u>

Monthly Academic Progress

Practical:	<u>93 %</u>	<u>A</u>
Theory:	<u>91 %</u>	<u>B</u>
Average:	<u>92 %</u>	<u>B</u>

Cumulative Attendance: Required minimum 67%

Cumulative Attendance to Date:	<u>219.00</u>
Scheduled Hours to Date	<u>281.50</u>
Remaining Hours	<u>1781.00</u>
Cumulative Attendance Percentage:	<u>78%</u>

Cumulative Academic Progress:

Required minimum 75%: 91%

Comments/ Advising: _____

Probationary Period Commencing: _____

I hereby attest that I have read, understand and received a copy of the monthly satisfactory progress report.

Student Signature: _____

Date: _____

Instructor Signature: _____

Date: _____

Director Signature: _____

Date: _____

*Letter from Mrs. Bland about incident
outside the school*

02/11/2011

To whom it may concern,

I am writing this to shed some light on my experience with Kristine Stottlemire. I met Kristine when we both started the Instructor program at ASIC in November 2010. During the weeks of November and into December I befriended Kristine. During our breaks and lunch I would sit and listen to Kristine's plight of verbal abuse by her husband toward her and her daughter. She told me of the legal battle she was having with her child's father over custody. He was accusing her of being a bad mother and that the school was threatening to call Child Protective Services because they found her daughter coming to school without a coat. She had been called to the school several times and it upset her. She was afraid of losing her daughter to the child's father since his father was a physician. I also would be told of her unfortunate financial problems and needing someone to help, which I did on several occasions. I tried to build up her self-esteem and encourage her every day. I offered to give her a color service and haircut on my off day, which she accepted. I often felt sorry for her and I mentioned to Kristine that she would be welcomed to come into my shop periodically to do her family and friends hair if she would like. She accepted and at one time brought a friend from church in to apply color and a cut. She left her belongings in a station which she locked with a key that was graciously given to her. I tried to be a friend.

As the weeks progressed I recall a day at ASIC when a customer of the school came in to have eyelash extensions and facial. Kristine and I were observing. After Mrs. Deich left the room Kristine approached the client and said she could perform the service much better than the students at ASIC. The customer accepted and Kristine gave her a cell number and the address to my salon. Several days later I was asked by Kristine if she could perform the service at my salon in the evening after school. I agreed and that evening while I was working on clients she applied eyelashes to a former ASIC customer. I felt insecure about the incident knowing this was not a family member or friend. Also I felt it was showing disloyalty to ASIC and the Bland's. If monies were exchanged I did not know of it.

In January of 2011 Kristine was asked by Mrs. Bland to do a demo of foils with the 300 hr class. She approached me in front of the 300 hr students and said she was not doing it and that if she would perform a foil she would get paid for it. She asked my advice, and I told her to act professional, and do what was asked of her and if she had any hurt feelings she should bring them up with the Bland's after the students had left for the day or during her next evaluation. She unfortunately did not take my advice but was showing her anger and disapproval to the students who were there to observe. That is when Mrs. Bland asked her to exit the area and to go home for the day.

During the month of January I began hearing from several students and the Bland's that things were being said about me by Kristine. I felt she was undermining me to the students and to the Bland's. The loyalty of a true friendship was not there. I had several sleepless nights trying to think of a way to move this relationship back to professional from personal and decided to phone her and request that she come by the salon to pick up any personal belongings she might have there and return my key that she was given to a station.

It was a Monday in January when I was in between clients that Kristine entered my salon and without speaking to me, took her belongings and left the key on my reception desk. I felt uncomfortable so I waited in the next room of US Male a salon owned by my brother while she was there. She left without incident and I assumed that it had gone well. Within 10 minutes she returned with a mean and hateful attitude and was acting aggressively. She wanted to know why she was asked to retrieve her belongings. I asked her to leave and that I didn't want to have this conversation since I was expecting my next client at any time. She left and then after several minutes came back again and aggressively tried to bully me. I kept repeating to her to please leave my salon and then decided to leave myself since I was feeling threatened. She stood and

blocked the entrance to the salon and would not let me leave stating her husband had left her that morning and that she was going to make me understand what she was going through. I wanted to leave and brushed by her to get out the door when she grabbed me and pulled my hair and threw me up against shelving units. The shelving fell to the floor as well as all the products on them. I then got up from the floor and went to the reception desk to call the police. She kept trying to hang the receiver up and end my call stating I was not calling anyone. I finally reached the police and the dispatcher could hear her screaming. I was advised to find a safe place and that the police were on their way. I ran from the salon and waited for the police in my brothers driveway which is next to my salon. While I waited she stayed in the salon and would periodically come out into the parking lot cursing and screaming. After what seemed like an eternity, she spun out of the parking lot and sped down the highway. By then my brother was home and we waited for the police together. I was fearful she might return again. The police did arrive and a police report was filed. The charges were to be trespassing and assault. Asked if I wanted to press charges I requested a few days to think on it and to be advised by my husband and attorney. The police agreed. After several days the police contacted me and I told them I wanted this behind me. They informed me that since the police report was filed if there would be any more trouble they would immediately arrest her. I felt comfortable agreeing to that. In writing this letter, I still feel less than confident that Kristine has put this incident behind her, as I have.

After several weeks I was hearing from some of the students of ASIC that she was posting remarks about me on Facebook. I'm not sure if there is anything I can do about that. I am checking in on that with my attorney.

I wish I could turn back the clock and never have crossed that professional line. If I learned anything during this episode with Kristine Stottlemire it is to keep your business and professional life separate from your personal life. It was a hard lesson to learn but it will not happen to me again.

Christina Mikellie Mohr
18 Diana Drive
Fairmont, WV 26554

We contacted all 4 units part 1 to see where they still interested and ask a few questions.

11-15-10

Kristein 2 week evaluation
-Tay + Barb

Question After 2 weeks shadowing how she felt.

Response she liked it and felt it was what she wanted to do.

Question what or why do you feel you would be an asset to this school.

Response she felt she could relate to the students and that could be an attribute to her in teaching.

Our response In this two weeks she was late two mornings which was emphasize to her originally because she had this problem as a student. She was told that sometimes she seemed to be little less mature ~~than~~ in her actions and responses than we could accept.

Her response to my question about being an asset in as she could relate to the students was that you in order to maintain a level of respect from the students was that you could not be going to have a drink with them

There was a brief period during
this interview when she got
defensive then a complete 360
to upset and crying.
We both observed this as lack
of maturity.

Larry Blane owner
Follett Blane director

*A day or 2 after the 2 week evaluation
we received this letter from Mrs. Stollenmire*

My two week evaluation.

I came into this program with high expectations and excitement. At the end of the two weeks when we sat down for our meeting I was very shocked at the things that were said. I felt I was set up to shoot myself in the foot. Instead of being asked about things that happened, I was accused of things. I feel my age is factoring against me. Which never crossed my mind to begin with because I have always acted older than my age and grew up faster than I should have to begin with. I never was or will be a "partier," and was a bit offended by the fact that you thought I would be like that. However in light of saying all this, I believe I came into this whole thing the wrong way. I came into this looking at it all wrong. More as such like friendship, and all the times Mrs. Bland would say, "Kristine, you're like family here!" However, that was made clear at this meeting that I am far from that. And I have a ways to go. I joked around and things got taken the wrong way, and feelings got hurt, and for that I am sorry. I also realized I need to approach it more at a professional level. So I do apologize for that. I was raised very much protected, and to obey authority, so when told I could do something after asking, or to do something I would. I think that's why I felt lost.

I have a caring heart. And find it hard not to give a listening ear. But I know my boundaries. One thing I liked about this school was someone gave a damn about me. You all went above and beyond for me. I wasn't just another student. I was raised in a Christian home, and have good morals and values. God, Family, and then Work was how I was raised. Treat others how you would want them to treat you. I was dealt a hard life; I do what I can to make it easier for others. I love my Job. I want to teach. I am not a mopey person, sometimes instead of talking, I sit back and take it all in, and listen, and you learn a lot that way. Being quiet is not neg. and you can relate to people better sometimes that way.

So I come away from this evaluation with lessons learned, and a new hope for the future. More fight in me to press on and strength and support from those around me. I want to teach. I want to make a difference. I know I can.

Kristine H. Stollenmire

At around 6 weeks into the program we do an evaluation with the students and fellow staff. I invited a few of them just to help with the board evaluation of this complaint.

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 1/2/16

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA
always taking notes, makes test, brings supplies for us to use.

B. Professionalism: 4 3 2 1 NA
gossip & uses profanity, doesn't respect students & some of the other instructors it seems.

C. Attitude: 4 3 2 1 NA
sometimes she is nice, lacks personality, maybe she is just shy

D. Conveyance of material: 4 3 2 1 NA
helpful sometimes but instead of asking us about what we think like Mrs. Bland & Mrs. Mohr does, she tells us what to do or how to do it.

E. Use of class time: 4 3 2 1 NA
keeps us busy. Always has things for us to do like projects, math ovals, etc.

F. Knowledge of material: 4 3 2 1 NA
Seems to know about cosmo. good w/ makeup & was very helpful in class & gives good tips, but sometimes seems condescending about it. "cocky"

G. Appearance: 4 3 2 1 NA
looks unprofessional, her hair looks bad sometimes, she dresses inappropriately

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12-15

How would you rate the instructor with regards to:

A. Preparedness: 4 (3) 2 1 NA

Seems to struggle a little but I think long term she will become better. She does care and want to improve.

B. Professionalism: 4 (3) 2 1 NA

C. Attitude: 4 (3) 2 1 NA

She tries to maintain a good attitude but has gotten a bad wrap with some of the students.

D. Conveyance of material: 4 (3) 2 1 NA

She is willing to help and show you what she knows.

E. Use of class time: (4) 3 2 1 NA

She tries to explain and show you hands on.

F. Knowledge of material: (4) 3 2 1 NA

She does seem to know what she is doing. If truth be told she is a little timid or unsure of herself sometimes that just takes a little time.

G. Appearance: 4 (3) 2 1 NA

I think her appearance reflects a person who is struggling in life and can not afford to dress exactly up to the professional appearance. But remember not everyone lives at home with their mom or dad. And have to spend their money on food, shelter, and gas. I don't know much about the lady but I think she does the best she can with what she has.

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12/15/10

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA

B. Professionalism: 4 3 2 1 NA

The little bit of intervention shes had w/ clients have been ok, but she does not convey professionalism when dealing w/ students or her superiors. ~~She~~ Tries too hard to "be cool."

C. Attitude: 4 3 2 1 NA

~~She~~ Wears her emotions on her face & does talk poorly about her superiors to the students

D. Conveyance of material: 4 3 2 1 NA

I do think shes knows her stuff, but I don't think she really knows how to convey it to the many personalities.

E. Use of class time: 4 3 2 1 NA

F. Knowledge of material: 4 3 2 1 NA

Does convey theory material well in the few opportunities shes had w/ me.

G. Appearance: 4 3 2 1 NA

Until recently, her appearance was defiantly not portrayed one ~~of~~ of a cosmetologist or as a lady (if you catch my drift)

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12-16

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA

B. Professionalism: 4 3 2 (1) NA

Rude and always on phone.

C. Attitude: 4 3 2 (1) NA

always has bad attitude, and not very helpful.

D. Conveyance of material: 4 3 2 (1) NA

Says one thing, and does another.

E. Use of class time: 4 (3) 2 1 NA

She demonstrated well, but wouldn't help afterwards when I had questions.

F. Knowledge of material: 4 (3) 2 1 NA

She screwed up some of Sarah's false eyelashes, and wouldn't let Elan fix them, because she couldn't clearly see where she missed a spot.

G. Appearance: 4 3 2 (1) NA

HORRIBLE!!! Everything is terrible. Her hair is a mess! Her nails are gross! and her clothes, shoes, + pink fuzzy socks are terrible. All around a mess.

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12/16

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 (1) NA

Never looks like she is a teacher. she always looks like her hair is a mess and she dresses like she was working the corner before she arrived. she didn't "FIX" it.

B. Professionalism: 4 3 2 (1) NA

Does not talk to us like she should. "Apperal" is horrible. And always gets services herself when teaching us how to do them

C. Attitude: 4 3 2 (1) NA

Never comes off nice. Always whining.

D. Conveyance of material: 4 3 2 (1) NA

Doesn't really explain. Just shows you! Talks to you like you're stupid.

E. Use of class time: 4 3 (2) 1 NA

Watches you but normally she is getting things done to herself & not really teaching us and watching closely.

F. Knowledge of material: 4 3 (2) 1 NA

Only really knows most of aesthetic material.

G. Appearance: 4 3 2 1 NA

HORRIBLE - MAKES SCHOOL LOOK bad because if I were coming here as a client and was greeted by her I would think twice

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12/16

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA

B. Professionalism: 4 3 2 1 NA

C. Attitude: 4 3 2 1 NA

NO personality. Acts like a middle schooler.

D. Conveyance of material: 4 3 2 1 NA

Very helpful w/ makeup!

E. Use of class time: 4 3 2 1 NA

Always walking around looking like she doesn't know which way is up.

F. Knowledge of material: 4 3 2 1 NA

G. Appearance: 4 3 2 1 NA

Ugly sweater day only happened once, not everyday!

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12/10

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA

B. Professionalism: 4 3 2 1 NA

C. Attitude: 4 3 2 1 NA
Boring person in general.

D. Conveyance of material: 4 3 2 1 NA
Already knew the material.

E. Use of class time: 4 3 2 1 NA
Wasted my time Didn't keep me interested

F. Knowledge of material: 4 3 2 1 NA
I felt like she knew the material.

G. Appearance: 4 3 2 1 NA
It is very unprofessional. And trashy.

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12/16

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA

she really faced with assignments

B. Professionalism: 4 3 2 1 NA

I feel as if she is still a student, not an instructor

C. Attitude: 4 3 2 1 NA

she's a nice person, and friendly

D. Conveyance of material: 4 3 2 1 NA

for the majority of the time, she stayed on subject. The lecture was completely different than the book.

E. Use of class time: 4 3 2 1 NA

she keeps the class busy

F. Knowledge of material: 4 3 2 1 NA

I feel the students could teach her

G. Appearance: 4 3 2 1 NA

this is not a factor lol

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12/16/10

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA

B. Professionalism: 4 3 2 1 NA

She doesn't seem like much of a 'leader' or that she is comfortable in that position.

C. Attitude: 4 3 2 1 NA

She has no personality when she is around students. Kind of has a "better than you" attitude

D. Conveyance of material: 4 3 2 1 NA

E. Use of class time: 4 3 2 1 NA

F. Knowledge of material: 4 3 2 1 NA

Seems knowledgeable

G. Appearance: 4 3 2 1 NA

Doesn't look professional (hair/clothing/etc.)

6 week eval.

Please fill out the questions to the best of your ability (4 being the highest mark and 1 being the lowest). In order to keep all information and opinions candid, anonymity is crucial; therefore signing this form is optional. We do however appreciate you using the space provided to explain your answers in order to help us critique our instructors. Again we thank you for the time and consideration you put into this survey.

Instructor's Name: Mrs. Stottlemire

Date: 12-16-10

How would you rate the instructor with regards to:

A. Preparedness: 4 3 2 1 NA

Had quizzes and activities planned for the day

B. Professionalism: 4 3 2 1 NA

Nervous but overall was professional

C. Attitude: 4 3 2 1 NA

became defensive when some questions were asked

D. Conveyance of material: 4 3 2 1 NA

Some quizzes weren't what was exactly in the chapter and was based on what she told us during the practical

E. Use of class time: 4 3 2 1 NA

F. Knowledge of material: 4 3 2 1 NA

Knew facials but didn't really describe the makeup practical

G. Appearance: 4 3 2 1 NA

Dressed fine but some outfits weren't so appropriate



State of West Virginia
 Board of Barbers and Cosmetologists
 1201 Dunbar Avenue
 Dunbar, WV 25064

Earl Ray Tomblin
 Governor

p: 304.558.2924
 f: 304.558.3450
 www.wvbbc.org

Director
 Adam L. Higginbotham

Board Members
 Michael Belcher Justina Gabb
 Sarah Hamrick Susan Povero
 Jim Ryan Rick Stache

Art and Science Institute of Cosmetology
 33 Corey Road
 Fairmont, WV 26554

May 31, 2011

COMPLAINT #: C2011-36

Dear Mr. Bland:

The Board of Barbers and Cosmetologists reviewed complaint C2011-36 at the May 23rd, 2011 board meeting.

After reviewing the complaint and the documents you submitted to the Board office, the Board determined the chief complaint being about the tuition, text books, and lack of help for the student instructor-designed portfolio.

The Board reviewed the chief complaint in context and determined the complaint to be outside the Board's jurisdiction and that help with the student instructor-designed portfolio should be student instructor-designed.

The additional issue within the complaint consisting students performing services without 300 hours could not be determined through the interviews and investigation performed at the school in February 2011.

Therefore, the complaint has been dismissed.

Sincerely,

Adam L. Higginbotham
 Director

Cc: Kristine Stottlemire



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Governor

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Director
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Board Members
Michael Belcher Justina Gabbert
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Jim Ryan Rick Stache

MEMORANDUM

To: Annual Report Status

From: Adam L. Higginbotham
Director
Board of Barbers and Cosmetologists

Date: September 22, 2011

Subject: C2011-37

Complaint C2011-37 is a closed complaint. The original complaint was forwarded to the West Virginia State Police (Danville Dispatch) in December 2011. The complaint is closed for to the complainant's safety

C2011-38

Clarksburg, WV 1/25/2011

To whom it may concern,

Re: unlicense Nail techs
working in the Nail Salon.

Where: Diamond Nails

121 Dayton St. # 5

Beckley WV 25801

How many 2 person.

No WV. Manicurist
License working

7 day a week, start from
12 noon until 8 Pm.

Note: Shop has a back door,
They will run out
thru back door.

Extra: If you come, make
sure you have 1 more
inspector at the Back Door

Thank you for your concern.

God bless America —



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 Jim Ryan Rick Stache

Diamond Nails
 121 Dayton Street #5
 Beckley, WV 25801

February 7, 2011

COMPLAINT #: C2011-38

Dear Diamond Nails Owner:

The Board office has received the enclosed complaint that your salon employs unlicensed workers.

The Board office is requesting your response to this complaint.

According to 3CSR9, you are required to respond to the complaint enclosed in writing within 14 days of receipt of this letter.

Please mail your response to:

WVBBC Response
 1201 Dunbar Avenue
 Dunbar, WV 25064

Sincerely,

Adam L. Higginbotham
 Director


Feb 9, 2011

To whom it may concern,

My name is: TRANG NGUYEN, Owner of:
Diamond Nails 121 Dayton St. #5, Beckley
WV 25801.

On SAT Feb 5, 2011, there was a lady drive
by and ask me for job. And I ask her
do you have a license, she said, she left
at home. I test her work experience, while she
performede pedicure, and the inspector show up,
she took off. At this time all the staff techs
at my salon they all have license.

Thank you



RECEIVED
FEB 11 2011
BARBERS & COSMETOLOGISTS

Please, state what happened on Saturday
April the 30th at Diamond Nails, In your
own words,

On Saturday 4-30-2011 myself and
my daughter Veronica went to Diamond
Nails at McArthur to get toe nails
done. Went in waiting about
20 min. Then went to chairs
a lady with hair pulled up
did my nails and the lady with
long black hair did my daughters.
after she was done went to
drier to have them dried. A
man came in and ask for the
two ladies that was just in
there at this time Michelle another
nail tech told me to tell him she
done my nails my daughter and
I leaned and when the man
came out I and Veronica spoke
to him didnt see the two that
did our nails any after we
paid them \$106.00 for both
~~nails~~ nails sets that was done.

Danna Broad
5-3-2011

Vernice Young -

Please, state what happened on Saturday April the 30th at diamond nails. In your own words

As me and my mother ~~when~~ went in to the nail shop for a pedi on Sat ~~at~~ 4/30. We had a seat on the pedi chair and a lady that I had seen there before came over to do my pedi and another ~~body~~ lady came over to do my mothers pedi. After the pedi was done we was under the dryer and she came over to get us to pay. A little after that a guy come in and said he was a State PI and asked were the two ladyo went. At that time were I was seating I couldn't see who ^{he} was talking about. My mother said it was the two that did are nails. As I was leaving I no longer seen the two ladyo but everyone else was still there that was there before hand. Me and my mother went outside and then the guy came out I felt lead to ~~that~~ ^{tell} the guy what all we had done and who

Higginbotham, Adam L

From: Reed, Ralph J
Sent: Thursday, May 05, 2011 11:43 PM
To: Higginbotham, Adam L
Subject: diamond nails inspection 4-30-2011

April the 30th I inspected diamond nails in macarthur and found two unlicensed people working in the business. I have video and still pictures of the inspection. I interviewed two customers and obtained statements from them about the unlicensed workers working on them, these statements have been sent to the office.



Earl Ray Tomblin
Governor

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Board Members
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Jim Ryan Rick Stache

Diamond Nails
Trang Nguyen
121 Dayton Street #5
Beckley, WV 25801

March 17, 2011

COMPLAINT #: C2011-38

Dear Trang Nguyen:

The West Virginia Board of Barbers and Cosmetologists reviewed the complaint filed against Diamond Nails and the manager for employing unlicensed workers. An inspection of the salon indicated the complaint true.

Since a fine has already been issued for the unlicensed worker, the board did not seek further action to the specific complaint. The board will seek further disciplinary action should the practice of employing unlicensed workers continue.

Should you have any questions concerning this letter or the fines that have been issued to Diamond Nails and other interested parties, please feel free to contact the board office.

Sincerely,

Adam L. Higginbotham
Director

C2011-39

Dear Adam Higgindogh,

My name is Khanh Nguyen and I am operating U.S Nails in Logan. I write this letter to report that there are two salons that employing none licensed technicians. Regal Nails in Wal Mart and Logan Nails are both in the Fountain Place Mal. From my information, I know that each salon have at lease two to three technicians that operating illegally.

Sincerely yours,



Khanh Nguyen



Earl Ray Tomblin
Governor

State of West Virginia
Board of Barbers and Cosmetologists
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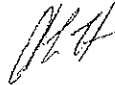
Director
Adam L. Higginbotham

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Jim Ryan Rick Stache

MEMORANDUM

To: Annual Report Status

From: Adam L. Higginbotham 
Director
Board of Barbers and Cosmetologists

Date: September 22, 2011

Subject: C2011-39


Complaint C2011-39 was investigated and there was no unlicensed worker at the salon. Complaint closed.

C2011-40

Dear Adam Higgindogh,

My name is Khanh Nguyen and I am operating U.S Nails in Logan. I write this letter to report that there are two salons that employing none licensed technicians. Regal Nails in Wal Mart and Logan Nails are both in the Fountain Place Mal. From my information, I know that each salon have at lease two to three technicians that operating illegally.

Sincerely yours,



Khanh Nguyen



Earl Ray Tomblin
Governor

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MEMORANDUM

To: Annual Report Status

From: Adam L. Higginbotham 
Director
Board of Barbers and Cosmetologists

Date: September 22, 2011

Subject: C2011-40

Complaint C2011-40 has been dismissed. The complainant stated there were unlicensed workers. After investigating the complaint, it was determined the salon did employ unlicensed workers. The shop, Logan Nails, was fined \$500.00 for first offense of 2.12, allowing an unlicensed worker to operate.

Board dismissed complaint and upheld the fine.

