

# 2010 COMPLAINT LOG

COMPLAINT NUMBER	COMPLAINT DATE	COMPLAINT FILED BY	COMPLAINT FILED AGAINST	REASON FOR COMPLAINT	METHOD OF COMPLAINT	INSPECTOR SENT	RESOLVED?	INSPECTOR FINDINGS	INSPECTOR CLOSED DATE	ADDITIONAL FINDINGS
C-2010-1	7/6/2009	EDWARD LANCE	ED BAILEY	Unsanitary conditions, odor	WEBFORM	Yes	Yes	Confirmed	7/14/2009	There is an odor due to a medical condition, non-contagious. Licensee is getting it treated.
C-2010-2	7/7/2009	REBECCA LYNN	BOARD OF BARBERS	Did not receive license	WEBFORM	No	Yes	-	-	Licensee sent wrong amount for renewal.
C-2010-3	7/14/2009	ANONYMOUS	PRETTY NAILS	Unlicensed manicurist	TELEPHONE	Yes	Yes	Confirmed	7/24/2009	Inspector entered shop and a lady performing a manicure ran out the back door. Owner was fined for allowing an unlicensed person to practice.
C-2010-4	7/20/2009	ANONYMOUS	YABBA DABBA DOO	Unlicensed worker, local student at beauty school	LETTER	Yes	Yes	Individual was present. Inspector did not observe her working.	9/18/2009	Ms. Richard wrote a statement as well as the manager. Statements indicate that this isn't the first complaint of this sort and asserts that they are not working, just friends of the owner that hang around the shop.
C-2010-5	7/21/2009	LINDA BANK	REGAL NAILS	Unlicensed workers	WEBFORM	Yes	Yes	No merit	10/9/2009	-
C-2010-6	7/28/2009	JERRY BURCHETT	WARREN MARTIN	Inappropriate behavior	WEBFORM	Yes	Pending	No merit	-	-
C-2010-7	8/8/2009	ANONYMOUS	LEE'S STUDIO	Unlicensed worker	WEBFORM	Yes	Pending	-	-	-
C-2010-8	8/17/2009	JESSICA MORRISON	FANTASIC SAMS/LINDA EDDY	Rodent and insect infestation	TELEPHONE	Yes	Yes	Issue has already been resolved.	12/4/2009	Mice were coming from business next door. That business vacated location and was fumigated. Mice do not appear to be present currently. Warning letter sent
C-2010-9	8/20/2009	ANONYMOUS	NICOLE'S HAIR SHACK	Still practicing in closed shop	TELEPHONE	Yes	Yes	Inspector check out, shop was closed.	10/12/2009	-
C-2010-10	8/21/2009	ANONYMOUS	ALISON G. CO. SALON	Dirty stations, pets in shop	LETTER	Yes	Yes	No merit	11/18/2009	On regular inspection inspector did not witness either offense. Did however notice a dirty waxer.
C-2010-11	8/25/2009	ANONYMOUS	KENT'S BARBER SHOP	Unlicensed shop, no running water	TELEPHONE	Yes	Yes	Shop does not meet standards	12/18/2009	Shop is not in compliance. Is to cease and desist until it meets standards. If it relocates, we are to be notified so we can do a proper inspection.
C-2010-12	8/27/2009	ANONYMOUS	MORGANTOWN BEAUTY COLLEGE	Students possession were taken from them, improper sanitation procedures, instructors are rude	TELEPHONE	Yes	Yes	Inspector observed proper procedures on site.	8/28/2009	Sanitation procedures appeared to be fine.
C-2010-13	8/27/2009	JENNIFER COSTOLO	WATERFRONT PLACE HOTEL SPA	Patron visiting salon was diagnosed with Hep B after visit	WEBFORM	Yes	Yes	Individual that worked at that chair at the time no longer works at shop.	12/15/2009	Spa was performing correct sanitation procedures. Were directed to clean out foot spa as a precaution and to contact local health department to see if there was anything else they needed to do.
C-2010-14	9/1/2009	RICKY SEABROOKS	TRAY'S BARBER SHOP	Patron was cut during haircut and had to receive medical treatment	IN-OFFICE	Yes	Yes	-	-	Manager was no aware of the incident prior to.
C-2010-15	9/3/2009	ANONYMOUS	MORGANTOWN BEAUTY COLLEGE	Instructors fighting, unprofessional behavior, financial aid issues	TELEPHONE	No	Yes	-	-	Financial aid issued out of jurisdiction
C-2010-16	9/8/2009	ANONYMOUS	MICHAEL SAMPSON	Licensee was shaving back of neck with straight razor without barber license	IN-OFFICE	Yes	Yes	Confirmed	10/9/2009	Director has responded with letter stating this was ok.
C-2010-17	11/19/2009	LESHIA RATLIFF	WYOMING CO. VO-TECH/PINEVILLE	Overheard that a teacher at the vo-tch was performing services at the school.	IN-OFFICE	Yes	Yes	Instructor admitted to cutting one individual's hair	11/19/2009	Inspector stated for instructor to cease and desist behavior.
C-2010-18	12/1/2009	MARK L. BINEGAR	VALLEY BEAUTY SCHOOL	Owner of school sued for return of down payment after buyer found out about businesses practices for which they would be held liable for if the transaction went forward.	LETTER	No	Yes	-	-	Director responded to complaint by writing. Issue is not in our jurisdiction.
C-2010-19	12/2/2009	BRITTANY COTTRILL	VALLEY BEAUTY SCHOOL	Suspended from school	E-MAIL	No	Yes	-	-	Director responded to complaint by writing.

C-2010-20	12/4/2009	12/4/2009	DONNA FREELAND VIA INSPECTOR HF	VALLEY BEAUTY SCHOOL MICHAEL MARK/BALLY NAILS	Long hours at school, overcharged, issues with instruction.	E-MAIL	No.	Yes.	-	-	Director responded to complaint by writing.
C-2010-21	12/17/2009	12/17/2009	MARRY GRIFFIN		Unlicensed workers/working out of scope	WEBFORM	Yes	Yes	Complaint has no merit.	12/22/2009	Observed from a distance, only licensees working.
C-2010-22	12/6/2009	12/6/2009	DAVID LE	VY NGUYEN/ELITE NAILS & SPA	Working out of scope, advertising for services salon not licensed for	LETTER	Yes	Yes	Wax machine was present, no cosmetologists or aestheticians were there.	12/16/2009	Inspector told manager that the waxer would need removed since there is no one licensed to perform that service. Owner claimed there was an individual licensed to do that, the name did not check out. Inspector witnessed an individual flee the store when she entered. It was the owner's sister. They said she was only a receptionist.
C-2010-23	12/21/2009	12/21/2009	WILLIAM MOORE	AMBER MONTOSH	Operating salong in home without license	WEBFORM	No.	Yes.	-	-	Ms. McIntosh filed forms for shop opening a week prior to this complaint. She is in compliance.
C-2010-24	12/31/2009	12/31/2009	GLADYS HEDRICK	BOARD OF BARBERS	License status inquiry	WEBFORM	No.	Yes.	-	-	Licensee checking status
C-2010-25	1/2/2010	1/2/2010	CATHY COOPER	MASTERCUTS/HUNTINGTON MALL	Unsanitary practices	WEBFORM	Yes	Yes.	No merit	2/9/2010	License renewal, this is not an actual complaint. Store personnel was not even sure who the individual cutting was. Were not aware of incident.
C-2010-26	1/3/2010	1/3/2010	MICHELE MCDANIELS	TRADE SECRET/MORGANTOWN	Shop has a manager that is not licensed	WEBFORM	No.	Pending	-	-	Shop was contacted. We were informed by the shop that the old manager had quit. They are currently looking for a manager to be licensee. Complaintee was concerned that she was being considered the manager.
C-2010-27	2/3/2010	2/3/2010	AMANDA KOWALSKI	ROSE BOWER/STUDIO 101	Sexual harrasment	LETTER	No.	Yes.	-	-	Complaint is outside of our jurisdiction. Complaintee was referred to WV Division of Labor and WV Human Rights Commission.
C-2010-28	1/19/2010	1/19/2010	VIRGINIA KEENER	BOARD OF BARBERS	Instructor testing procedure/reformat	WEBFORM	No.	Yes.	-	-	The board reviewed. The grades stand.
C-2010-29	2/13/2010	2/13/2010	LORI ROBERTS	PERFECT NAILS	Possible unlicensed workers, licensees working out of scope	WEBFORM	Yes	Yes.	Unlicensed workers confirmed. Working out of scope explained. Worker is out of state, non-WV licensee, not currently working.	2/18/2010	Owner's brother was working in shop performing pedicures.
C-2010-30	2/22/2010	2/22/2010	GENNIE RUDISILL	MISSYI HEAVENLY TOUCH DAY SPA	Unlicensed workers	WEBFORM	Yes	Yes.	Inspector talked with owner. Owner confirmed.	3/24/2010	Owner confirmed she is guilty. A wedding party had come into the spa and no one showed up to perform the service. She said it would not happen again.
C-2010-31	3/1/2010	3/1/2010	PAMELA CAMPBELL	BOARD OF BARBERS	Testing results/procedure	WEBFORM	No.	Yes.	-	-	Complaint to be addressed by board at board meeting.
C-2010-32	3/8/2010	3/8/2010	AMANDA KERLAVAGE	CHRISTOPHER SLASH	Performing serviced in an unlicensed home salon.	WEBFORM	No.	Yes.	-	-	Cease and desist letter sent.
C-2010-33	3/10/2010	3/10/2010	BOARD OF BARBERS	EYEBROWS FROM INDIA	Operation of a threading business which has not been licensed by the Board. Opening without first notifying the board. Practitioners are not licensed as required by state law.	WEBFORM	No.	Yes.	-	-	Board sent cease and desist order. Inspector stopped by location in the mall after cease and desist was sent and they were still operating. Owner contacted board office and tried to register business with the board. Business was unable to meet sanitation requirements and could not find appropriately licensed individuals to perform the service.

C-2010-34		3/10/2010	BOARD OF BARBERS	CHARLESTON SCHOOL OF BEAUTY CULTURE	Unsanitary conditions, instructors not present, rodent/insect infestation, unsafe environment, rude staff, improper sanitation, inaccurate time cards, threatened retaliation towards students reporting issues, forcing students to perform services on individuals with conditions, students unsupervised, lack of products	LETTER	Yes	Yes	Complaint has no merit.	Complaint initiated based on 12 separate anonymous letters written to the board by students, former students, and patrons. Inspector talked with some students in private that indicated they were concerned about their hours and how they were being tracked. Students were also concerned about being told to use improper sanitation. Students were not aware that they could file a complaint with the board. There were only 3 wet sterilizer on the floor.	3/19/2010
C-2010-35		3/20/2010	CYNTHIA PARSONS	BOARD OF BARBERS	Testing results/procedure	WEBFORM	No	Yes	Confirmed	Board reviewed. The grades stand.	-
C-2010-36		3/29/2010	JUSTINA GABBERT	SHOP LOCATED AT WAL-MART IN WHEELING/Da-Vi Nails	Reusing single use supplies, Odors at shop, Improper procedure	TELEPHONE	Yes	Yes	Complaint has no merit.	Board Member referred complaint from someone in the area.	3/30/2010
C-2010-37		3/29/2010	SUSAN POVEROMO	UNIDENTIFIED INDIVIDUAL AT REGAL NAILSMOUNDVILLE	Report that worker was using another licensee's license	TELEPHONE	Yes	Yes	Complaint has no merit.	Board Member referred complaint from someone who had heard another individual had obtained a copy of her license and was using it. There was an unqualified call reporting something similar at this location in December 2009.	3/30/2010
C-2010-38		3/31/2010	BOARD OF BARBERS	CHARLESTON SCHOOL OF BEAUTY CULTURE	Allowing a student with positive TB test to commence studies without first obtaining a student permit and the proper health certificate showing that the individual was not contagious.	WEBFORM	No	Pending	Confirmed	Investigation was started in the fall of 2009. Board is currently conducting investigation. Copy of complaint given to school for written response. Board minutes address this complaint as "2010-15"	-
C-2010-39		4/6/2010	JACK PLOT	SAM BOX AT REGAL NAILSELKINS	Reusing implements without disinfecting them.	WEBFORM	Yes	Yes	Confirmed	Was reusing implements. Improper use of dry sanitizer.	4/16/2010
C-2010-40		4/7/2010	WHITNEY SMITH	T&M NAIL SALON/BARBORSVILLE	Unlicensed workers, practitioner cut foot with razor while performing service	E-MAIL	Yes	Pending	-	Improper use of dry sanitizer.	5/20/2010
C-2010-41		4/7/2010	KAREN WALDEN	PERFECT NAILS	Licenses working out of scope	WEBFORM	Yes	Yes	No merit	Wax machine not present in salon.	4/15/2010
C-2010-42		4/8/2010	LAMONA CASTO	JOHN SETTLE	Arrested for sexual abuse	WEBFORM	No	Pending	-	Report forwarded from WVVA News. Is currently on trial for sexual abuse case. Board action pending outcome of trial.	-
C-2010-43		4/9/2010	STEPHANIE REESE	MISCHA OLAH MILLER	Broke into salon, stole products	WEBFORM	No	Pending	-	Board action pending outcome of case.	-
C-2010-44		4/12/2010	GINA IRWIN	JOE MAMONE OF SCOTT COLLEGE/WHEELING	School curriculum/instructor	WEBFORM	No	Pending	-	Board requested response on complaint. Forwarded complaint to WV Department of Education.	-
C-2010-45		4/14/2010	TAYLOR JACKIE	KATHY AT PRO NAIL/PRINCETON	Unlicensed workers, injury to individual by practitioner	WEBFORM	No	Pending	-	Inspector suspects likely true but hasn't been able to confirm suspicious.	Jun-10
C-2010-46		4/21/2010	ANONYMOUS	CARL HELMICK AT FLANAGAN'S BARBER SHOP/LEWISBURG	Licenses working out of scope. Offering straight razor services	LETTER	Yes	Yes	No merit	Mr. Helmick was not caught performing services. Mr. Helmick denies ever having don't it. Inspector warned him that if he was he would be caught and disciplined.	5/22/2010
C-2010-47		4/21/2010	ALYSSHA HARDWICK	CLARKSBURG BEAUTY ACADEMY	Allowing unlicensed individual to teach Nail Technology, not enough instructors	WEBFORM	No	Yes	-	Board requested response on complaint by writing.	-
C-2010-48		5/7/2010	JENNIE V. DAVIS	VI THI THUONG LE	Improper application of services, injury to patron	LETTER	No	Yes	-	Board requested response on complaint by writing.	-
C-2010-49		1/11/2010	JENNIE STANLEY	JORGINA ANDRAWOS OF INTERNATIONAL BEAUTY SCHOOL/MARTINSBURG	Student financial aid disbursement, enrollment, hours	LETTER	No	Yes	-	Complaint out of jurisdiction. Board replied and asked to be kept up to date on the status of the proceedings.	-
C-2010-50		5/13/2010	ANONYMOUS	BONNIE MURPHY AND RITA CUSTER/WHEELING	Unlicensed workers working out of unlicensed shops	TELEPHONE	No	Yes	-	Cease and desist letter sent.	-

C-2010-51	5/18/2010	MAY NGUYEN	QUYNH TRAN OF ST ALBANS NAIL/S/ST ALBANS	Unlicensed workers. Practicing out of scope	WEBFORM	Yes	Yes	No merit	6/2/2010	All workers at location were licensed. All but one had the proper ID. The other was identified by a driver's license. Board is currently conducting investigation. Copy of complaint given to individual for written response.
C-2010-52	5/25/2010	BOARD OF BARBERS	BARBARA BLAND TONYA EVANS OF REFLECTIONS SALON & SPA WILLIAMSON	Unlicensed worker. not disinfecting implements	WEBFORM	No	Pending	-	-	Board requested response on complaint by writing.
C-2010-53	5/26/2010	RENAE TAYLOR		Relocated salon without filing for change of location. black mold on walls at new location. improper disinfection procedures	WEBFORM	No	Yes	Changes need made to the salon to be in compliance.	-	Inspector performed shop opening inspection. Workers at salon confirmed improper disinfection procedure. The salon is to install a 2nd sink to be in compliance. They are to get covered containers to put towels in. Current state of mold if there, is not harmful. OSHA is conducting an investigation as well. Plates were not over light switches. Electrical inspection is suspicious. Owner of business claims complaint came from disgruntled employee.
C-2010-54	5/28/2010	MIKA CRACE	DR. DANIEL L. STICKLER	Improper sanitation, rolling floor, backed up plumbing, rodent infestation, odor, curriculum, inappropriate comments towards students towards staff, and lime card issues	WEBFORM	Yes	Yes	No merit	6/1/2010	Complaint was written in a way to convey that several of the parties were patron when they were actually students. Inspector noted several of the things were true, but not likely a hazard to the public. Ms. Hall explained some of the accusations.
C-2010-55	6/2/2010	LUCINDA PATRICKSARAH MEGO/TIFFANY BOYD	CHARLESTON SCHOOL OF BEAUTY CULTURE	Individual has falsified a license with intent to use	WEBFORM	Yes	Yes	-	6/4/2010	Board is currently conducting investigation. Copy of complaint was sent to last known address, certified mail returned unclaimed unable to forward. Outcome pending.
C-2010-56	6/3/2010	CATHERINE SMITH OF THE RESORT AT GLADE SPRINGS/HR	MICHELLE DEBORD BARBARA BLAND OF ART & SCIENCE INSTITUTE OF COSMETOLOGY/WHITE HALL	Graduate was told that the school wouldn't sign off for a work permit until their schooling was paid for.	LETTER	No	Pending	-	-	Complaint not in our jurisdiction.
C-2010-57	6/7/2010	HEATHER SILLMAN		Board will not allow an individual with 1500 hours of schooling in cosmetology become licensed in the state without additional schooling	WEBFORM	No	Yes	-	-	Director responded to complaint by writing.
C-2010-58	6/20/2010	JAMIE WRIGHT	BOARD OF BARBERS		WEBFORM	No	Yes	-	-	

2010  
**Smith, Shon R**

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**From:** Higginbotham, Adam L  
**Sent:** Monday, July 06, 2009 9:52 AM  
**To:** Smith, Shon R  
**Subject:** FW: WVBBC Complaint

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**From:** Adam.L.Higginbotham@wv.gov [mailto:Adam.L.Higginbotham@wv.gov]  
**Sent:** Sunday, July 05, 2009 10:39 PM  
**To:** Higginbotham, Adam L; Smith, Shon R  
**Cc:** edlfp@hotmail.com  
**Subject:** WVBBC Complaint

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

# **Complaint Form**

### **Individual Making Complaint**

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Name: Edward Lance  
Address: 2726 Berrysteed CT  
Burlington, NC 27215-8103  
Phone: 336-585-1577  
E-mail: [edlfp@hotmail.com](mailto:edlfp@hotmail.com)

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

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Name: Ed Bailey  
Company: (unknown To Me)  
Address: Court Street  
Spencer, WV 25276  
Phone: 304-927-xxxx

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### **List of Witnesses**

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none that I am aware of

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### **Description of Complaint**

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On Saturday June 27, 2009, while visiting in Spencer WV, I had the occasion to get a haircut at Mr. Bailey's establishment on Court Street in Spencer. I found the facility to be unkept and, particularly there was a stench in the barbershop that in my profession as a physician is that of decaying tissue. Subsequently, I have learned through others that Mr Bailey has a "rotting leg". Now, I'm not sure if that meets the 1934 founding principles set forth by the legislature, "to establish and maintain sanitary and professional standards in the barber and beauty industry", or not. Also, besides the odor, the conditions of the barbershop were atrocious -- the cloth apron was filthy and stained, I could not tell if it had ever been laundered. I had e-mailed Mr. Higinbotham directly last week and Mr. Tim Miller with the Mid-Ohio Valley Health Department, but did not receive acknowledgement from either that the complaint was received.

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July 20, 2009

State of W.Va.

Board of Barbers and Cosmetologists

Please find enclosed, where I am  
writing you, to inform you, that as  
July 20, 2009, that I am starting the process  
to get an appointment to get through a  
Wound Center in Charleston.

Yours Truly,

Edward H. Bailey

200 Court St.

Spencer, W.Va.

25276

2016

Smith, Shon R

From: Adam.L.Higginbotham@wv.gov  
Sent: Tuesday, July 07, 2009 4:57 PM  
To: Higginbotham, Adam L; Smith, Shon R  
Cc: angel\_eyes\_121201@yahoo.com  
Subject: WVBBC Complaint

## West Virginia Board of Barbers and Cosmetologists

# Complaint Form

### Individual Making Complaint

Name: Rebecca Lynn  
Address: 48 Old Murfreesboro Road  
Manchester, TN 37355  
Phone: 1-931-728-1038  
E-mail: [angel\\_eyes\\_121201@yahoo.com](mailto:angel_eyes_121201@yahoo.com)

### Individual or Business Named in the Complaint

Name: Rebecca Lynn  
Company: Hair Design By Becky  
Address: Pennsylvania Avenue  
Weirton , WV 26062  
Phone: 304-728-1528

### List of Witnesses

### Description of Complaint

Sirs, I have moved a long time ago to TN and have kept my license renewed every year since i gave up my business. I had mailed the renewal fee into you on February 2,2009 and still have not received my new license. The amountI paid was 30.00. My license number is 021264. I would like to know if you could look into this matter for me and if so send me a license. I want to keep it active. Thank You!  
Rebecca Lynn



For Agency Use:	<i>West Virginia Board of Barbers and Cosmetologists</i>
Complaint #: <b>3</b>	<b>COMPLAINT FORM</b>

<b>NAME</b> (COMPLAINT FILED BY)	Anonymous
<b>PHONE #</b>	Will not give.
<b>TODAYS DATE</b>	7/14/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Pretty Nails
<b>LOCATION OF SHOP OR LICENSEE</b>	714 Grand Central Ave., Vienna
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	7/14/2009
<b>MEANS OF RCV'G COMPLAINT (LETTER, PHONE)</b>	Telephone
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	Caller said the girl who gave her a pedicure is not licensed. The unlic. person's name is Lisa. She is Vietnamese according to the caller who sounded like she may be Asian.

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to Helen Ferrell 7/15/09
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE:

4

To whom it may concern,

I wanted to make you aware of a Salon that has been breaking the rules for operating a salon for years. And has never been caught. The name of this salon is Yabba Dabba Doo's located in West Union. They over the years have hired girls in school, not licensed in there salon.

A few years ago they hired a girl named Tamara Grey who never did get her license. She cut hair on Mondays! Now they have hired a girl in school named Shauni Richards who also works for them on Mondays. She works Mondays and special events for school when they have a lot of up doos.

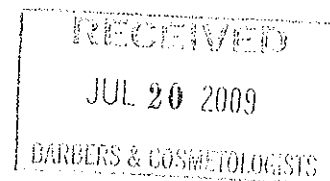
Dede and Amanda the owners do not work on Mondays. Just this girl Shauni. They tell you she does not do hair just answers the phone make appts. For tanners. THAT IS THEIR COVER! And special events she like the others over the years does hair and they pay them. I also had a costumer tell me this student cut his hair on Monday and said don't tell no one.

I work in a local salon and am tired of looking the other direction, every rule they break. Don't believe me call there salon on a Monday see if Shauin the student answers ask to make a appt for a hair cut. SEE FORSELF!! Ph# 304-873-2690

They take more appts. Then they can handle on their own. So they usually have a couple people help them who don't have license

Please send your inspector during a special occasion for school events in Doddridge County or a Monday.

Thank You  
An Honest Salon



STATE OF WEST VIRGINIA  
BOARD OF BARBERS AND COSMETOLOGISTS  
1716 Pennsylvania Avenue, Suite 7, Charleston, West Virginia 25302

INVESTIGATION RECORD

Investigated: 09-18-09

Office 09/20/09

Date complaint received: 08/09

Investigation requested by: Letter of Complaint from Office

Nature of complaint: Letter from Complainant enclosed:

At SALON Yabba Dabba Doo's in West Union  
Complaint: (Shauni Richards doing hair on Monday  
She attends Clarksburg Beauty College)  
Inspector told Amanda Complaint was anonymous  
Amanda told the Inspector she was going to go to  
Lyny Salon and Confront them. I made no comment.

Date of investigation: 09-18-09

Detailed report of investigation: When I went into Salon Shauni was  
standing at Amanda's station she immediately went into  
the dispensary area room. I ask if I could go into to speak  
with her once I verified it was her. I had her read the Complaint  
written above and ask she make a statement below. Amanda  
came in I had her do the same. Shauni was angry

Shauni Richards Statement regarding Complaint <sup>Deanna ask to make</sup>  
Of Cutting hair at Yabba Dabba Doo's Lic# 12928 <sup>Stat</sup>  
I'm very good friends with the women  
that work here and I sometime  
answer the phone if they can't get to

Inspector signature: Helen Fennell

Date: 09-18-09 (OK)

it. I will be starting beauty school  
on the 29<sup>th</sup> of September.

Shauni Richards

Statement of Amanda Todd Concerning  
Complaint.... This has happened before  
in my shop when Tamara Gray ~~was~~  
one of my good friends was going to  
Beauty School and was in here alot.  
Shauni Richards has been in here alot  
and once again someone is running their  
mouth. Is she not ~~supposed~~ supposed to  
be in my shop or what? We r a  
very popular shop and I think people  
are jealous... I would not jeopardize  
nothing for my business or anyone.

*[Signature]*

Statement of Reanna Nicholson Concerning Complaint...

Shauni Richards is a very good friend, like "all"  
of the other teens in this County. They all come in all  
of the time here. (to visit) Shauni watches but does  
not do anything. Reanna Nicholson

Complaint not verified but there is a good possibility  
that it is true.

200  
Smith, Shon R

From:  
Sent:  
To:  
Subject:

5

Adam.L.Higginbotham@wv.gov  
Tuesday, July 21, 2009 7:04 PM  
Higginbotham, Adam L; Smith, Shon R  
WVBBC Complaint

## West Virginia Board of Barbers and Cosmetologists

# Complaint Form

### Individual Making Complaint

Name: Linda Bank  
Address: 185 Water St  
Chapmanville, WV 25508  
Phone: 304-688-5372  
E-mail:

### Individual or Business Named in the Complaint

Name:  
Company: Regal Nails  
Address: 77 Norman Morgan Blvd  
Logan, WV 25601  
Phone: 304-752-2463

### List of Witnesses

### Description of Complaint

Dear: direator state board of wv my nam is linda bank, i have nails doing regal nail inside the wal  
mart today but they let the guy unlicense do my nail but he hurt me, then atfer that i know him don't  
have no nail license now i camlaint about that, please sent some inpector come down thank linda  
bank

**Higginbotham, Adam L**

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**From:** Adam.L.Higginbotham@wv.gov  
**Sent:** Tuesday, July 28, 2009 3:39 PM  
**To:** Higginbotham, Adam L; Smith, Shon R  
**Cc:** burchett.h@gmail.com  
**Subject:** WVBBC Complaint



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

# **Complaint Form**

### **Individual Making Complaint**

Name: Jerry Burchett  
Address: 453 W Antietam Street  
Hagerstown, MD 21740  
Phone: 2406252462  
E-mail: [burchett.h@gmail.com](mailto:burchett.h@gmail.com)

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

Name: Warren Martin  
Company: Warren Gs Barber Shop  
Address: 118 W Burke Street  
Martinsburg, WV 25401  
Phone: 2402917920

### **List of Witnesses**

not sure of peoples names

### **Description of Complaint**

i would like to let it be known that this gentlemen has had women in his shop taking neud photos of theirself while children were present.he resides in his shop where he sleeps at night with his girlfriend and is running illegal cable from an apt upstairs

2010  
**Mercer, Cindy L**

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**From:** Higginbotham, Adam L  
**Sent:** Monday, August 10, 2009 12:19 PM  
**To:** Mercer, Cindy L  
**Subject:** FW: WVBBC Complaint

*Shon*

Cindy,

I have already notified Helen to go to this salon on Tuesday at 3:00.

This is for your records.

---

**From:** Adam.L.Higginbotham@wv.gov [mailto:Adam.L.Higginbotham@wv.gov]  
**Sent:** Saturday, August 08, 2009 10:57 PM  
**To:** Higginbotham, Adam L; Smith, Shon R  
**Subject:** WVBBC Complaint

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

# **Complaint Form**

### **Individual Making Complaint**

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Name: Anonymous Anonymous  
Address: 111 Anonymous Lane  
Parkersburg , WV 26101  
Phone: 304-555-5555  
E-mail:

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

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Name:  
Company: Lee's Studio  
Address: 3113 Murdoch Ave  
Parkersburg , WV 26101  
Phone: 304-422-2940

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### **List of Witnesses**

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## Description of Complaint

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Foreign woman, Marianna is working there without a license giving facials. Friend of mine went to have a facial there by LEE and Marianna did it. We know her personally and know she did not pass her OHIO state boards. How can she work in WV if she did not even pass her OHIO boards yet, since that is where she went to school. Very unprofessional.

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For Agency Use:	<p align="center"><i>West Virginia Board of Barbers and Cosmetologists</i></p> <p align="center"><b>COMPLAINT FORM</b></p>
Complaint # <u>8</u>	

<b>NAME</b> (COMPLAINT FILED BY)	Jessica Morrison
<b>PHONE #</b>	304-544-1610
<b>TODAYS DATE</b>	8/17/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Fantastic Sams
<b>LOCATION OF SHOP OR LICENSEE</b>	1 <sup>st</sup> St. & 7 <sup>th</sup> Ave., Huntington, WV
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	8/15/2009 (daily there is mouse feces)
<b>MEANS OF RCV'G COMPLAINT (LETTER, PHONE)</b>	Telephone
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	<p>Caller said they had a mouse run across the floor on Sat. A customer offered to catch it &amp; kill it but mgr. said no. She is an animal lover and doesn't want any kind of animal killed. There is mouse feces everywhere daily, even in vending machine. They come out even during the day. One time the mgr., Linda opened a drawer and one ran out onto the floor. There are also other bugs in shop. She will not do anything about it. Mgrs. name is Linda Eddy.</p>

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to Ralph Reed on 8/18/2009
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE: _____

## INVESTIGATION RECORD

Date complaint received: 8-15-2009

Investigation requested by: Office

Nature of complaint: mouse feces and mice in shop #8986.  
This complaint had no complaint # to it.


Date of investigation: 12-04-2009

Detailed report of investigation: Mice had been coming from the  
business next door (Breed store). The Breed store  
has moved and the owner of the Building has  
fumigated. I found no evidence of mice  
or droppings at this location.

Inspector signature: \_\_\_\_\_ Date: \_\_\_\_\_

5

2010

For Agency Use:	<b>West Virginia Board of Barbers and Cosmetologists</b> <b>COMPLAINT FORM</b>
Complaint #:  	

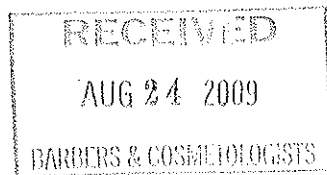
<b>NAME</b> (COMPLAINT FILED BY)	Anonymous
<b>PHONE #</b>	n/a
<b>TODAYS DATE</b>	8/20/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Nicole Grose #34181
<b>LOCATION OF SHOP OR LICENSEE</b>	Nicole's Hair Shack #14839, 10296 Ivydale Rd, Ivydale, WV
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	??
<b>MEANS OF RCV'G COMPLAINT</b> (LETTER, PHONE)	Telephone
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	<p>Caller had a customer who said they had tried to make an appt. with Nicole who usually does their hair but was unable to so she went to this other shop &amp; had it done. This is 2<sup>nd</sup> report in last 2 mos. of Nicole doing hair after she closed her shop. Nicole closed her shop eff. 8/15/2008. It is in her home. On 7/16/09 inspector said she recvd complaint of same sort. I mailed warning ltr. to Nicole same day.</p>

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to Lamona Casto on 8/20/09
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE: _____

10  
WU Board of Barbers  
and Cosmetologists,

I was told I could write  
to you or call if I had a complaint  
on a salon or a certain hairdresser.  
I hate to complain but I went  
into Allessen & Co. Salon located in  
Lewisburg to have my hair done by  
a girl named Max did my hair  
there. She had her dog in running  
around and her station was dirty.  
She had hair everywhere. Also when  
she went to the back to get my color  
she was drinking on alcohol drink.  
I couldn't tell if it was wine or  
a mixed drink. Please keep me  
confidential but I thought you  
should know what goes on in  
that salon.

Thanks.



2010

For Agency Use:	<b>West Virginia Board of Barbers and Cosmetologists</b>  <b>COMPLAINT FORM</b>
Complaint #: 11	

<b>NAME</b> (COMPLAINT FILED BY)	Anonymous
<b>PHONE #</b>	
<b>TODAYS DATE</b>	08/25/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Kent's Barber Shop #15314
<b>LOCATION OF SHOP OR LICENSEE</b>	8200-B MacCorkle Ave., Marmet (new)
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	8/25/09
<b>MEANS OF RCV'G COMPLAINT (LETTER, PHONE)</b>	Phone
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	Caller stated he had been told that this shop was not licensed and did not have running water. I told caller this shop had applied for a shop opening inspection as he should have. I called Mr. Winfree to check out the water situation. He said he has running water in the restroom & in the shop but not at his bowl. It is currently being repair by his brother and should be complete w/i the next couple of days. I let him know I was obligated to report the complaint to the inspector & that when she came out she could shut him down if he did not have hot & cold running water. He assured me he would.

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to L. Casto 8/25/09
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE: _____

Show 2009  
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 BARBERS & COSMETOLOGISTS

For Agency Use:	<b>West Virginia Board of Barbers and Cosmetologists</b> <b>COMPLAINT FORM</b>
Complaint #: 12	

<b>NAME</b> (COMPLAINT FILED BY)	Anonymous
<b>PHONE #</b>	N/A
<b>TODAYS DATE</b>	08/27/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Morgantown Beauty College
<b>LOCATION OF SHOP OR LICENSEE</b>	276 Walnut St., Morgantown
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	08/26/2009
<b>MEANS OF RCV'G COMPLAINT</b> (LETTER, PHONE)	Phone
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	All their stations were taken from them & some of their items that they paid for (curling irons, etc.) that students paid for were put out at the dumpster. They were issued bags to place implements in which are supposed to be sanitized because lockers were taken away. The owner was cursing at the girls & calling them fowl names. When a girl raised her hand he said for her to say it in 3 words or less or shut up. She tried to explain something & Mike Sodomick went crazy again. Mike said something like- we have been sued many times - go ahead & sue us - we get out of it all of the time. He said his attorneys are from NY & nobody from here can touch him. The school has in writing that if the students want to talk to him they have to let him know in writing 10 days in advance & he will decide if he wants to talk to them.

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to L. Casto 8/25/09
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE: _____

2010 13 L. Ware  
**Mercer, Cindy L**

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**From:** Higginbotham, Adam L  
**Sent:** Friday, August 28, 2009 10:48 AM  
**To:** Mercer, Cindy L  
**Subject:** RE: WVBBC Complaint

Check for the cleanliness of the shop. Inform the salon of the complaint. Also notify them that regardless of whether or not Hepatitis B was contracted there that the salon must thoroughly clean the spa area.

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**From:** Mercer, Cindy L  
**Sent:** Friday, August 28, 2009 10:38 AM  
**To:** Higginbotham, Adam L  
**Subject:** RE: WVBBC Complaint

Lynda Ware wants to know what she should do, who should she ask to talk to , etc. Then she wants me to fax this to her after you give me that info. Thanks.

---

**From:** Higginbotham, Adam L  
**Sent:** Thursday, August 27, 2009 5:12 PM  
**To:** Mercer, Cindy L  
**Subject:** FW: WVBBC Complaint

Cindy,

I am sending Lynda there tomorrow. This is for your records.

---

**From:** Adam.L.Higginbotham@wv.gov [mailto:Adam.L.Higginbotham@wv.gov]  
**Sent:** Thu 8/27/2009 2:43 PM  
**To:** Higginbotham, Adam L; Smith, Shon R  
**Cc:** Costolo, Jennifer A  
**Subject:** WVBBC Complaint

## West Virginia Board of Barbers and Cosmetologists

# Complaint Form

### Individual Making Complaint

---

Name: Jennifer Costolo  
Address: Monongalia County Health Dept. 453 Van Voorhis Rd.  
Morgantown, WV 26505  
Phone: 304-598-5135  
E-mail: [Jennifer.A.Costolo@wv.gov](mailto:Jennifer.A.Costolo@wv.gov)

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### Individual or Business Named in the Complaint

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Name: Waterfront Place Hotel Spa  
Company: Waterfront Place Hotel  
Address: 2 Waterfront Place  
Morgantown, WV 26505  
Phone: 304-296-1700

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### List of Witnesses

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### Description of Complaint

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A case of Acute Hepatitis B has been discovered in a gentleman who visited the hotel spa with his wife at the end of July. They both received pedicures. I have been informed by Monongalia County Health Department nursing staff that this is the only risk factor that this gentleman had which leads them to believe that this was the cause of his illness.

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# State of West Virginia

BOARD OF BARBERS AND COSMETOLOGISTS

1716 Pennsylvania Avenue, Suite 7, Charleston, WV 25302

Phone (304) 558-2924 Fax (304) 558-3450

Adam Higginbotham, Director



## FAX

**DATE:** August 28, 2009

**TOTAL # PAGES:** 3

---

**TO:** Lynda Ware

**ATTN:**

**FAX:** 304-864-5708

**FROM:** Cindy Mercer  
Board of Barbers and Cosmetologists

**FAX:** (304) 558-3450

**PHONE:** (304) 558-2924

---

**RE: WATERFRONT SPA & SALON #13386**

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Here is the complaint Adam took. He just got to me about what you should do, just the same as all other complaints...check cleanliness of shop, inform salon of complaint, notify them that regardless of whether or not Hepatitis B was contracted there that the salon must thoroughly clean the spa area. Adam said to be very discreet and to talk to the hotel mgr. and the spa mgr.

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2010

file

*Person in 1st chair cert Ricky's hair*

For Agency Use:	<b>West Virginia Board of Barbers and Cosmetologists</b>
Complaint #: <u>14</u>	

**COMPLAINT FORM**

<b>NAME</b> (COMPLAINT FILED BY)	Ricky Seabrooks
<b>PHONE #</b>	304-437-8314
<b>TODAYS DATE</b>	09/01/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Tray's Barber Shop #14468
<b>LOCATION OF SHOP OR LICENSEE</b>	1586B Washington St., East, Charleston, WV 25311
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	08/01/09 or the Sat. prior
<b>MEANS OF RCV'G COMPLAINT</b> (LETTER, PHONE)	Mr. Seabrooks stopped by the office to report it.
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	Mr. Seabrooks went for haircut and as barber cut hair he kept cutting him on the right side of his head. He also had a shave. It took approx. 10 to 14 min. The barber sprayed something in Mr. Seabrooks hair. He noticed scabs in his head approx. 4 days later. He waited 4 more days & it got worse. He went to St. Francis Hosp. emergency room. His lymph nodes had swollen & the side of his head from his forehead down to the right side of his neck was swollen. There were 2 large knots behind his right ear. He had a temp. of 104 degrees. The dr. did a cat scan, x-rays & dye x-rays. He was given a prescription for bactrim & ibuprofen. That dr. called his primary dr. who said he had tinea capita & it had grown to a fungus w/bacteria on top of that. That dr. said something was wrong still due to his lymph nodes were swollen so large & she wanted someone else to examine him. She ordered him on the IV immediately & gave him 2 prescriptions. Two days later his temp. went to 104 degrees & his dr. had him admitted to hosp. His head was swollen & skull was even soft & he was in extreme pain. He was in hosp. 1 wk. on antibiotics 24/7. He is sched. to see his dr. this mo. for follow-up. There were a team of drs. He missed work, has pain & suffering, etc.

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to Lamona Casto 9/1/2009
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE: _____

STATE OF WEST VIRGINIA  
BOARD OF BARBERS AND COSMETOLOGISTS  
1716 Pennsylvania Avenue, Suite 7, Charleston, West Virginia 25302

INVESTIGATION RECORD

Date complaint received: Sept. 1, 2009

Investigation requested by: Board Office - Complaint taken by Cindy Mercer.

Nature of complaint: Complaint was filed by Ricky Seabrooks. He got a haircut and shave at Tray's Barber Shop (14468), 15868 Washington St. East, Charleston. The incident date was 8/1/09 or the Saturday prior. He said the barber kept cutting him and about 8 days later he ended up in the ER. The doctor said he had (tinea) capitis that had grown to a fungus in the bacteria. He had a lot of medical issues, missed work and had suffered as a result of his haircut. The barber in the first chair did the haircut.

Date of investigation: Dec. 15, 2009

Detailed report of investigation: I talked to the owner of the shop, William Coleman (Tray). He said the person in the first chair would have been P.J. Morris who is no longer at this shop. I showed Tray the complaint and he was not aware of this happening.

Inspector signature: Lemona Casto

Date: Dec. 15, 2009

For Agency Use:	<p align="center"><i>West Virginia Board of Barbers and Cosmetologists</i></p> <p align="center"><b>COMPLAINT FORM</b></p>
Complaint #: <u>15</u>	

<b>NAME</b> (COMPLAINT FILED BY)	Anonymous
<b>PHONE #</b>	n/a
<b>TODAYS DATE</b>	09/03/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Morgantown Beauty College
<b>LOCATION OF SHOP OR LICENSEE</b>	276 Walnut St., Morgantown
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	08/28/2009 approx.
<b>MEANS OF RCV'G COMPLAINT (LETTER, PHONE)</b>	Telephone Call
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	<p>2 of the instructors got into a big fight cursing at each other. 1 grabbed the other's arm. 1 said f___you, b___ and the other said no, f___you, b___.</p> <p>It was Ms. Iconi &amp; Ms. Roccus. They did this in front of clients and all of the students. One client was a owner or instructor of another hair place. It has gotten to the point that if a student ask an instructor what they should do the instructor will say, "I don't know, go ask so &amp; so" and if the student as the other person the other instructor will say the same. It is mass chaos over there. One student grad. on Tues. They are entitled to a free service when they grad. Ms. Iconi told her absolutely not. They are charged \$10 for every hr. they miss of school. They would not give a student her financial aid check unless an instructor went to the bank with her and the student gave her the money she owed for missing school right there and then. They were also just informed that the ½ hr. that they were working through lunch each day that the time would be taken away from them. Mike Sodomick made his students go out to the street which is a main street which is a busy street and homeless people live there and they had to pick up cigarette butts. 2 homeless men shook their bare penis at them. The teachers are allowed to smoke on school property.</p>

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to Lynda Ware 9/3/09
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE: _____

20110 file

For Agency Use:  Complaint #: <u>160</u>	<b>West Virginia Board of Barbers and Cosmetologists</b>  <b>COMPLAINT FORM</b>
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<b>NAME</b> (COMPLAINT FILED BY)	Anonymous
<b>PHONE #</b>	n/a
<b>TODAYS DATE</b>	09/08/2009
<b>NAME OF SHOP/LICENSEE COMPLAINT</b>	Michael Sampson #36120
<b>LOCATION OF SHOP OR LICENSEE</b>	The Drive In Barber Shop, Kanawha City Shop #14561
<b>SHOP/LICENSEE #</b>	
<b>INCIDENT DATE</b>	09/08/2009
<b>MEANS OF RCV'G COMPLAINT (LETTER, PHONE)</b>	Office Visit
<b>COMPLAINT</b> (PLEASE FILL THE INCIDENT THAT WARRENTS A COMPLAINT) WRITE ON BACK IF MORE ROOM IS NEEDED.	Person came into the office who knows who Michael Sampson is and that he does not have a Barber lic. This person has seen Michael shave a client's neck with a straight razor without being lic. to do so. Also, while doing this report I noticed Michael has not renewed his cos. lic.

<b>AGENCY USE ONLY</b>	
<b>NAME COMPLAINT RECEIVED BY</b>	Cindy Mercer
<b>ACTION TO BE TAKEN</b>	Mailed to Lamona Casto 9/9/09
<b>FINAL FINDINGS</b>	
<b>INSPECTOR &amp; DATE INSPECTED</b>	DATE: _____