



**STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
STATE BOARD OF COSMETOLOGY AND BARBER EXAMINERS  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TN 37243  
615-741-2515**

## **MINUTES**

The State Board of Cosmetology and Barber Examiners held a meeting on April 6, 2026, at 9:00 a.m. in person in Room 1A and via Webex.

The Meeting was called to order by Chair Becky Russell. Becky Russell. She welcomed everyone to the Board meeting.

Roxana Gumucio, Executive Director, called roll. The following members participated: Susan Arnold, Perry Baldwin, Brinetta Carlton, Monica Lemons, David McElreath, Jeffery Moran, Layne Petty, Becky Russell, Amy Tanksley, Lori Turner and Tamika Turner.

Not available: Anita Charlton, Marquise Martin

Others participating: Roxana Gumucio, Executive Director, Joe Wharton, Attorney for the Board, and Angela Nelson, Director.

Individuals who wish to make a public comment on an item listed on the posted agenda during the scheduled public comment period will need to sign in on the provided sign-in sheet or by placing their name in the chat box online. It is requested that comments be limited to three (3) minutes out of respect for other speakers.

### **AGENDA-**

Motion made by David McElreath and seconded by Layne Petty to approve the agenda. The motion carried unanimously.

### **MINUTES-**

Minutes for the February 2026 board meetings were submitted for changes and/or approval.

Motion made by David McElreath and seconded by Lori Turner to approve the February minutes. The motion carried unanimously.

## **PRESENTED BEFORE THE BOARD-**

### **Performance Beauty Academy – New Barber School**

Ms. Faye Waldrum participated to answer questions for the board regarding the new school. This school obtained a cosmetology school license in October 2024. The application, floor plan, enrollment agreement, catalog and contingency plan were all received timely for both school applications.

MOTION made by Amy Tanksley and seconded by Perry Baldwin to approve the new school pending an inspection by a field inspector. The motion carried unanimously.

### **Tri-Cities Academy – Change in Location**

Ms. Elizabeth Moore participated to answer questions for the board regarding the change in location. The school is located in Johnson City, TN. The application, floor plan, enrollment agreement, catalog and contingency plan were all received timely for both school applications.

MOTION made by Amy Tanksley and seconded by Monica Lemons to approve the new school pending an inspection by a field inspector. The motion carried unanimously.

### **Clarabelle Institute of Cosmetology – Change in Ownership**

Ms. Ashley Thomas participated to answer questions for the board regarding the change in ownership. The school is located in Adamsville, TN. The former school is Journey Academy of Cosmetology. The application, floor plan, enrollment agreement, catalog and contingency plan were all received timely for both school applications.

MOTION made by Amy Tanksley and seconded by Layne Petty to approve the new school pending an inspection by a field inspector. The motion carried unanimously.

### **Edge Design Center, LLC – New Cosmetology School**

Mr. Joey Brasfield participated to answer questions for the board regarding the new school. The school is located in Decherd, TN. The application, floor plan, enrollment agreement, catalog and contingency plan were all received timely for both school applications.

MOTION made by Amy Tanksley and seconded by Lori Turner to approve the new school pending an inspection by a field inspector. The motion carried unanimously.

### **LEGAL REPORT- STAFF ATTORNEY**

The State Board of Cosmetology and Barber Examiners met to review the allegations of 127 complaints and make recommendations to the Board.

Motion made by Amy Tanksley and seconded by Monica Lemons to approve the legal report recommendations as amended. The motion carried unanimously.

Legal Counsel for the Board, Joe Wharton presented bills filed that could impact the Board: SB1800/HB2056 and SB2224/HB2530.

### **APPLICATIONS FOR EXAMINATION-**

#### **Felony Applicants:**

Applications for examination for: Joseph Jefferies, Darius Mack, Cameron Nelson, Eric Patton, Michael Peoples and Jesse Williams. The applicants have a felony conviction within the last three years or are incarcerated. The request to take the Tennessee examination was submitted for the board's approval along with the required information, disclosure from the students and letters of recommendation. The Board approved Agreed Orders for a probation period of two years as prepared by legal counsel. Ms. Caroline Bue was already licensed based on permission the board granted to legal counsel and the director.

Motion made by David McElreath and seconded by Lori Turner to approve applications for examination with a signed Agreed Order. The motion carried unanimously.

#### **RECIPROCITY:**

Request to approve reciprocity license Anh Duc Pham. Ms. Pham recently applied with a Texas certificate showing an initial license date of November 14, 2025. In October 2024 she applied with a license certificate from Nevada. The board was able to confirm with the Nevada director that the certificate did not belong to Ms. Pham therefore the reciprocity application was denied. Because records provided were not factual, the board would need to approve the license.

MOTION made by \_Amy Tanksley and seconded by Layne Petty to approve the request. The motion carried unanimously.

Request to approve a manicure license with education from Tennessee for Quan Van Tran. Mr. Tran passed the practical exam on February 25, 2026. He was previously licensed in Tennessee via reciprocity with a Colorado license. He surrendered that license in September 2025 because the board confirmed that the Colorado license had the same name, but it was not his license. Because records provided were not factual, the board would need to approve the license.

MOTION made by Amy Tanksley and seconded by Perry Baldwin to approve the request. The motion carried unanimously.

#### **MISCELLANEOUS:**

Request to grant an extension to complete the coursework. Pursuant to Tenn. Code Ann. §62-4-123 which states a student shall have seven (7) years from the date the student originally enrolled in school to complete the required coursework. Ms. Jaden Ann Ruggiero provided an email explaining why she failed to complete the coursework started on November 5, 2012. She needed to complete the 1,500-hour cosmetology curriculum by November 2019.

MOTION made by Lori Turner and seconded by Perry Baldwin to deny the request. The motion carried with ten yes votes and one no vote.

#### **DIRECTOR'S REPORT:**

##### **Budget Update:**

The final financial information as of February 2026 shows a deficit of \$354,278 with a current reserve surplus balance of \$775,631.

#### **NEW BUSINESS:**

The board worked on proposed rules for synchronous and asynchronous education. Attorney Joe Wharton went over the proposed language presented at the February board meeting. The members

Motion made by Monica Lemons and seconded by Jeffrey Moran to approve the proposed rules as discussed and have legal counsel to start the rulemaking process. The motion carried unanimously.

Director Gumucio asked if anyone in the public, participating in person or remotely using Teams, had comments as they relate to the agenda. There were three in person comments and/or questions.

There was one virtual question from Ms. Hannah Kelley. She asked the board to waive the 150 aesthetics hours for her reciprocity application from California. Her information was not presented to the board because items requested had not been provided. All her information was discussed on the record.

MOTION made by Amy Tanksley and seconded by Lori Turner to waive the hours and have Ms. Kelly pass both the theory and practical exams. The motion carried unanimously.

**Additional Questions:**

**Motion to adjourn:**

Meeting adjourned at 11:50 am

MOTION to adjourn made by David McElreath and seconded by Layne Petty to adjourn the meeting. The motion carried unanimously.



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**TO:** Tennessee State Board of Cosmetology and Barber Examiners

**FROM:** Michael L. Underhill, Associate General Counsel

**DATE:** April 6, 2026

**SUBJECT:** Legal Report

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**COSMETOLOGY CASES**

**1. COS-2025068851**

**First License Obtained:** 10/26/2023

**License Expiration:** 10/31/2027

**Complaint history:** None

This 11-14-25 annual inspection revealed three (3) unlicensed individuals performing services on customers in the shop. A Notice of Violation was issued. The Respondent paid the \$3,000.00 civil penalty but did not sign the Agreed Citation.

**Recommendation:** Send an inspector to the shop to have the Respondent sign the Agreed Citation and return. If Respondent does not sign, then authorize formal hearing. Authorize settlement by a signed/dated consent order from the Respondent.

**Decision:** Approved.

**2. COS- 2025069011 )**

**First License Obtained:** 07/24/1992

**License Expiration:** 11/30/2027

**Complaint history:** 2006038661, dismissed; 2007065391, closed w/Letter of Warning; 2014012571, closed by Consent Order and payment of \$750.00 civil penalty; 2025069001, closure

This 11-20-25 anonymous consumer complaint alleges Respondent does not have liability insurance to cover for negligent services. The Respondent did not provide a response. General negligence actions are outside the scope of the Board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**3. COS-2025070751**

**First License Obtained:** 06/16/2025

**License Expiration:** 06/30/2027

**Complaint history:** None

This 12-1-25 annual inspection revealed no owner or manager present during the operation of the shop. A Notice of Violation was issued. The owner paid the \$500.00 civil penalty but did not sign the agreed citation.

**Recommendation:** Send an inspector to the shop to have the Respondent sign the Agreed Citation and return. If Respondent does not sign, then authorize formal hearing. Authorize settlement by a signed/dated consent order from the Respondent.

**Decision:** Approved.

**4. COS-2025070391**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 12-2-25 consumer complaint alleges a negligent service, a physical altercation resulting from the negligent service and unlicensed activity. The Respondent did not provide a response to the allegations, mainly due to the address being an apartment complex and a specific apartment not being listed in the complaint.

**Recommendation:** Closure.

**Decision:** Approved.

**5. COS-2025070971**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 12-2-25 annual inspection revealed an unlicensed individual (Respondent). A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

**6. COS- 2025071751**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 12-5-25 consumer complaint alleges unlicensed individual activity from two (2) separate unlicensed apartments. The specific apartment numbers were not listed in the complaint.

**Recommendation:** Closure.

**Decision:** Approved.

**7. COS-2025073001**

**First License Obtained:** 07/30/2025

**License Expiration:** 07/31/2027

**Complaint history:** 2025063801, Letter of Warning; 202506179, closed by Agreed Citation and payment of \$1,000 civil penalty

This 12-5-25 inspection revealed a sanitation infraction (dirty tools). A Notice of Violation was issued. This is the Respondent's second offense for this violation.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$500.00.

**Decision:** Approved.

**8. COS- 2025074301**

**First License Obtained:** 10/01/2019

**License Expiration:** 08/31/2025

**Complaint history:** None

This 12-10-25 annual inspection revealed an expired shop license, an expired individual license and thus the shop owner was not present during the operation of the shop. A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$600.00.

**Decision:** Approved.

**9. COS-2025074361**

**First License Obtained:** 02/09/2021

**License Expiration:** 02/28/2025

**Complaint history:** None

Please see facts for Item #8 above. This Respondent is the owner with the expired individual license. The individual license remains expired.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$100.00.

**Decision:** Approved.

**10. COS-2025073871**

**First License Obtained:** 07/24/2013

**License Expiration:** 06/30/2025

**Complaint history:** None

This 12-11-25 annual inspection revealed an expired shop license and no owner or manager present. A Notice of Violation was issued. The shop license remains expired.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$600.00.

**Decision:** Approved.

**11. COS-2025073421**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 12-14-25 anonymous consumer complaint alleges unlicensed individual activity from an unlicensed home with alleged social media/pricing list in support. The Respondent provided a response, stating an appointment was scheduled on the date listed in the complaint but the individual did not show up for the appointment. Respondent states they do not hold themselves out as a licensed cosmetologist, but did receive training in another country. Respondent did not address whether they have a home shop license or not.

**Recommendation:** Letter of warning (individual/shop license).

**Decision:** Approved.

**12. COS- 2025074391**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 12-17-25 consumer complaint alleges unlicensed individual activity from an unlicensed suite and unprofessional conduct with an alleged screenshot in support. Respondent states she is a registered hair braider and provided texts from the complainant that initiated the alleged unprofessional conduct.

**Recommendation:** Letter of instruction (unprofessional conduct).

**Decision:** Approved.

**13. COS- 2025074851**

**First License Obtained:** 03/15/1994

**License Expiration:** 09/01/2026

**Complaint history:** 9635, dismissed; 2002090111, complaint withdrawn; 2002090181, complaint withdrawn; 2002099451, dismissed; 2002104271, dismissed; 2006017181, dismissed; 2009025451, closed with no action; 2012000121, closed with no action; 2013016311; close the case for lack of disciplinary grounds with the option to re-open the matter if new, relevant information arises; 2013025241, close the case for lack of disciplinary grounds with the option to re-open the matter if new, relevant information arises; 2017077941, closure; 2018039331, closure with request for inspection; 2023027541, closed with Letter of Warning; 2023043731, closure; 2024025521, closure; 2025073081,

**Close the complaint and refer complainant to the Tennessee Attorney General's office regarding any continuing ADA issue; 025070091, closure;**

This 12-18-25 student complaint alleges unsanitary conditions (no water and unable to flush toilets/electrical and plumbing issues with sewage on the floors/heat on one side of the building does not work). Respondent states they had a plumber come out to fix the plumbing issue. The electrical/heating and air conditioning issues have also been rectified.

**Recommendation:** Closure.

**Decision:** Approved.

**14. COS-2025075691**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 12-23-25 consumer complaint states the Respondent school is offering classes prior to its inspection to open. The Respondent provided an appropriate response, stating they could not start classes until some issues with the building were addressed and prior to a state inspection.

**Recommendation:** Closure.

**Decision:** Approved.

**15. COS-2025075941**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 12-25-25 consumer complaint alleges a negligent service with alleged social media, screenshots and pictures in support. Respondent denies being negligent and admits to not being a registered hair braider. General negligence actions are outside the scope of the board's authority.

**Recommendation:** Letter of warning (hair braider registration).

**Decision:** Approved.

**16. COS-2025075131**

**First License Obtained:** 11/30/2022

**License Expiration:** 10/31/2026

**Complaint history:** None

This 12-29-25 inspection revealed two (2) unlicensed individuals performing services on customers in the shop. A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$2,000.00.

**Decision:** Approved.

**17. COS- 2026001161**

**First License Obtained:** 06/23/2025

**License Expiration:** 06/23/2027

**Complaint history:** None

Please see facts above for Item #16 above. This Respondent is the designated manager cited for failure of responsibilities.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$2,000.00.

**Decision:** Approved.

**18. COS-2026001181**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

Please see facts above for Item #16 above. This Respondent is the one of the unlicensed individuals performing a service on a customer in the shop.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

**19. COS-2026001211**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

Please see facts above for Item #16 above. This Respondent is the one of the unlicensed individuals performing a service on a customer in the shop.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

**20. COS-2025076341**

**First License Obtained:** 07/02/2024

**License Expiration:** 06/30/2026

**Complaint history:** 2025034051, closed by Consent Order and payment of \$100.00 civil penalty

This 12-29-25 anonymous complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**21. COS-2025076651**

**First License Obtained:** 10/05/2023

**License Expiration:** 09/01/2026

**Complaint history:** None

This 12-30-25 student complaint alleges insufficient student/teacher ratio, insufficient student supplies, no hot water in the bathroom, and a potential fire hazard involving extension cords.

Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**22. COS-2026000261**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-3-26 anonymous consumer complaint alleges unlicensed individual activity. Inspection revealed Respondent was not working on a client at the time of inspection, but Respondent/shop owner were counseled on proper licensure. A Notice of Violation was not issued.

**Recommendation:** Closure (Respondent was counseled).

**Decision:** Approved.

**23. COS-2026000251**

**First License Obtained:** 03/10/2025

**License Expiration:** 03/31/2027

**Complaint history:** None

This 1-3-26 complaint alleges unlicensed individual activity and unsanitary conditions.

Inspection revealed no evidence of unlicensed individual activity and some minor, correctible sanitation issues that were addressed on site with the shop owner. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Letter of warning (sanitation issues).

**24. COS- 2026000311**

**First License Obtained:** 12/07/2016

**License Expiration:** 12/31/2026

**Complaint history:** 2019049001, closure

This 1-4-26 consumer complaint alleges a negligent service and potential unlicensed individual activity. Inspection revealed no evidence of unlicensed individual activity . A Notice of Violation was not issued. General negligence actions are outside the scope of the Board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**25. COS- 2026000271**

**First License Obtained:** 11/06/2019

**License Expiration:** 09/01/2026

**Complaint History:** 2020053191, closure; 2020097131, closure; 2021002751, closure; 2021027801, closure; 2022042291, closure; 2023002811, closed with Letter of Warning;

**2023038451, closure; 2025005991, closure; 2025008371, closure; 2025008521, closure; 2025008761, closure**

This 1-4-26 former student complaint alleges student was wrongfully dismissed from the school and not allowed to transfer hours. Respondent states the school's board terminated the student from the school for cause and there is a balance owed to the school before hours will be transferred. Contractual matters (Chancery court) are outside the scope of the board's authority.

**Recommendation: Closure.**

**Decision: Approved.**

**26. COS-2026001521**

**First License Obtained: N/A**

**License Expiration: N/A**

**Complaint history: None**

This 1-5-26 annual inspection revealed an unlicensed individual (owner) working on a customer in the shop with an expired shop license. A Notice of Violation was issued. This Respondent is the owner performing a service on a customer without a license.

**Recommendation: Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.**

**Decision: Approved.**

**27. COS-2026001441**

**First License Obtained: 10/28/1994**

**License Expiration: 10/31/2026**

**Complaint history: None**

Please see facts for Item #26 above. This Respondent is the designated manager cited for failure of responsibilities.

**Recommendation: Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,100.00.**

**Decision: Approved.**

**28. COS-2026000751**

**First License Obtained: 07/30/2025**

**License Expiration: 07/31/2027**

**Complaint history: 2025063801, Letter of Warning; 202506179, closed by Agreed Citation and payment of \$1,000 civil penalty**

This 1-6-26 anonymous complaint alleges unlicensed individual activity and unprofessional conduct (rudeness). Inspection revealed no evidence of unlicensed individual activity. A Notice of Violation was not issued.

**Recommendation: Letter of Instruction (unprofessional conduct).**

**Decision: Approved.**

**29. COS-2026000551**

**First License Obtained:** 03/28/2011  
**License Expiration:** 09/01/2024  
**Complaint History:** 2005031451, dismissed; 2007072001, closed w/ no action; 2008005821, closed w/ no action; 2009005931, closed by Consent Order and payment of \$500 civil penalty; 2009014871, closed w/no action; 2009017981, closed with no action; 201002721, closed with no action; 2010023711, closed with a cease and desist letter; 2010029471, dismissed; 2012009831, closed with a request for an inspection; 2012025221, closed with no action; 2014019121, closed with a Letter of Warning; 2015019931, closed and sent an inspector to evaluate sanitation; 2018043371, closure; 2018078111, closure; 2019099911, closure with referral to authorities regarding drug distribution; 2020009291, close; 2020011861, close; 2021062651, closure; 2021061251, closure; 2021069211, closure; 2022010111, closure; 2022010501, closure; 2024023711, closure

This 1-6-26 former student complaint alleges fraud/forgery regarding student/school documentation, lack of accountable student hours, and discrepancies regarding financial aid. Respondent school provided an appropriate response regarding the documents signed by the student, an accounting of student hours, and dismissal of student from the school when not taking active participation with the school regarding a federal audit of student aid. Contractual fraud and forgery matters (Chancery court) are outside the scope of the Board’s authority.

**Recommendation:** Closure.

**Decision:** Approved.

**30. COS- 2026000761**

**First License Obtained:** 04/04/2024

**License Expiration:** 09/01/2026

**Complaint history:** None

This 1-6-26 anonymous student clinic consumer complaint alleges unsanitary conditions in the student clinic. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**31. COS-2026000921**

**First License Obtained:** 12/19/2016

**License Expiration:** 09/01/2026

**Complaint history:** 2017070461, closure; 2019055641, closure; 2019067251, closure; 2021044571, closure; 2022022581, closure; 2023026801, closure; 2024001851, closure

This 1-7-26 consumer complaint from the student clinic alleges student performing the service and supervising instructor were unprofessional in their conduct to the consumer. Respondent

school states the interaction was initiated by the consumer being unprofessional; further, the consumer was provided a refund and will no longer be booked for future services at the school.

**Recommendation:** Letter of instruction (unprofessional conduct).

**Decision:** Approved.

**32. COS-2026001381**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-8-26 consumer complaint alleges a negligent service (with alleged pictures in support). The Respondent did not provide a response. General negligence actions are outside the scope of the Board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**33. COS- 2026001371**

**First License Obtained:** 04/25/2025

**License Expiration:** 04/30/2027

**Complaint history:** None

This 1-8-26 consumer complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**34. COS-2026001971**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-8-26 annual inspection revealed an unlicensed individual (owner) in an unlicensed shop (back of building). There is no mention if a customer was being serviced a at the time of inspection. A Notice of Violation was issued.

**Recommendation:** Letter of warning (individual/shop license).

**Decision:** Approved.

**35. COS-2026001991**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-8-26 Notice of Violation is a duplicate of Item #34 above.

**Recommendation:** Closure.

**Decision:** Approved.

**36. COS-2026000031**

**First License Obtained:** 12/01/2025

**License Expiration:** 12/31/2027

**Complaint history:** None

This 1-9-25 inspection revealed outside services being performed, name tags not worn, inspection sheet not being displayed, and valid licenses not being displayed. A Notice of Violation was issued. The Respondent was issued a Letter of Warning for the name tags not being worn/inspection sheet not being displayed/valid licenses not being displayed.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$500.00.

**Decision:** Approved.

**37. COS-2026002071**

**First License Obtained:** 08/22/2017

**License Expiration:** 08/31/2027

**Complaint history:** 202202811, closed by Agreed Citation and payment of \$2,500 civil penalty; 2024064381, closed by Agreed Citation and payment of \$1,000 civil penalty

Please see facts for Item #36 above. This Respondent is the owner/manager cited for failure of responsibilities. This would be a duplicate penalty against the shop and its owner.

**Recommendation:** Closure.

**Decision:** Approved.

**38. COS-2026001671**

**First License Obtained:** 07/14/2021

**License Expiration:** 06/30/2027

**Complaint history:** None

This 1-9-26 consumer complaint alleges a false imprisonment of the customer (customer took a picture of a rude employee and was prevented from leaving the salon until the picture was deleted). Police came to investigate and allowed the customer to leave after paying for the service. Respondent states they locked the door because of the disturbance and feared the customer would not pay; they also called the police to de-escalate the situation. Shop owner was not arrested for any charge. Further, shop owner agreed to trespass the customer from the shop in the future. Customer rebutted it was never an issue of non-payment; it was an issue of not being able to leave the shop until the photo was deleted.

**Recommendation:** Letter of warning (unprofessional conduct).

**Decision:** Approved.

**39. COS-2026002811**

**First License Obtained:** 02/11/2026

**License Expiration:** 02/29/2028

**Complaint history:** None

This 1-9-26 inspection revealed an unlicensed shop (operating prior to shop license inspection). A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

**40. COS-2026002831**

**First License Obtained:** 06/17/2014

**License Expiration:** 06/30/2026

**Complaint history:** None

Please see facts for Item #39 above. This Respondent is the owner of the unlicensed shop. This would be a duplicate penalty against the shop and its owner.

**Recommendation:** Closure.

**Decision:** Approved.

**41. COS-2026002521**

**First License Obtained:** 07/16/2020

**License Expiration:** 06/30/2026

**Complaint history:** 202303779, closed by Agreed Citation and payment of \$600.00 civil penalty

This 1-12-26 anonymous consumer complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**42. COS-2026002531**

**First License Obtained:** 10/07/2025

**License Expiration:** 09/01/2026

**Complaint history:** None

This 1-12-26 student complaint alleges they were unfairly dropped from the school/program due to insufficient hours; student alleges there were times when a teacher was unavailable to teach or there would be no heat in the school which would limit the hours to be obtained. The school did not provide a response to the allegations.

**Recommendation:** Letter of warning (unprofessional conduct – not providing a response).

**Decision:** Approved.

**43. COS-2026002411**

**First License Obtained:** 03/22/2021

**License Expiration:** 03/31/2027

**Complaint history:** None

This 1-12-26 complaint alleges unlicensed outside activity (tattoos and tooth gems in a salon). Inspection revealed no active operation at the time of inspection. A Notice of Violation was not issued. Respondent shop owner was counseled on not providing outside services in a cosmetology salon.

**Recommendation:** Closure (Respondent was counseled).

**Decision:** Approved.

**44. COS-2026002921**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-13-26 competitor complaint alleges unlicensed activity (with alleged social media in support) but does not list an address for an inspection.

**Recommendation:** Closure.

**Decision:** Approved.

**45. COS- 2026003301**

**First License Obtained:** 04/25/2025

**License Expiration:** 04/30/2027

**Complaint history:** None

This 1-13-26 anonymous consumer complaint appears to be a duplicate complaint of Item #33 above.

**Recommendation:** Closure.

**Decision:** Approved.

**46. COS-2026002891**

**First License Obtained:** 04/23/2024

**License Expiration:** 09/01/2026

**Complaint history:** 2024051501, closure; 2024051501, closure; 2025030771, closure

This 1-13-26 student complaint alleges their hours/transcript are being withheld by the school in order to transfer. Respondent did not provide a response to the allegation.

**Recommendation:** Letter of warning (unprofessional conduct – not providing a response).

**Decision:** Approved.

**47. COS-2026002901**

**First License Obtained:** 04/23/2024

**License Expiration:** 09/01/2026

**Complaint history:** 2024051501, closure; 2024051501, closure; 2025030771, closure

This 1-13-26 student complaint alleges they were left alone on the clinic floor to perform services, perform demonstrations that a licensed instructor would need to perform, provide basic operational items that should have been stocked in the school by the school, and there was a lack of instructor-led classroom instruction. The student also alleges improper student timekeeping practices. Respondent did not provide a response to the allegation.

**Recommendation:** Please see Letter of warning in Item #46 above and close the file.  
**Send an inspector to the school to see if instructor-led classroom instruction is taking place.**  
**Decision:** Approved.

**48. COS-2026002951**

**First License Obtained:** 04/23/2024  
**License Expiration:** 09/01/2026  
**Complaint history:** 2024051501, closure; 2024051501, closure; 2025030771, closure

This 1-13-26 student complaint alleges students are being left alone at the school with no instructor present, improper student timekeeping practices, unprofessional conduct in dealing with students, and misrepresentations regarding the student contract. Respondent did not provide a response to the allegation.

**Recommendation:** Please see disciplinary recommendation for Letter of Warning in Item #47 above and close the file.  
**Decision:** Approved.

**49. COS-2026003381**

**First License Obtained:** 04/23/2024  
**License Expiration:** 09/01/2026  
**Complaint history:** 2024051501, closure; 2024051501, closure; 2025030771, closure

This 1-13-26 student complaint alleges problems with the withdrawal process/withholding of required documents, the unstructured method of instruction/in-person instruction, and the lack of a refund. Respondent did not provide a response to the allegations.

**Recommendation:** Please see disciplinary recommendation for Letter of Warning in Item #47 above and close the file.  
**Decision:** Approved.

**50. COS-2026003141**

**First License Obtained:** 03/21/1994  
**License Expiration:** 09/01/2026  
**Complaint history:** 2005031451, Dismissed; 2007072001, closed w/ no action; 2008005821, closed w/ no action; 2009005931, closed by Consent Order and payment of \$500 civil penalty; 2009014871, closed w/no action; 2009017981, closed with no action; 201002721, closed with no action; 2010023711, closed with a cease and desist letter; 2010029471, dismissed; 2012009831, closed with a request for an inspection; 2012025221, closed with no action; 2014019121, closed with a Letter of Warning; 2015019931, closed and sent an inspector to evaluate sanitation; 2018043371, closure; 2018078111, closure; 2019044881, Closure; 2025053461, closure

This 1-14-26 student clinic consumer complaint alleges unprofessional conduct (students wearing pajamas and cursing on the clinic floor) and unsanitary conditions (placing customer's feet on towels on a dirty floor). Inspection revealed no serious sanitation issues but did counsel school on general cleanliness and some basins not working; school was also counseled on professional dress and conduct of the students on the clinic floor.. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**51. COS-2026003401**

**First License Obtained:** 03/19/2024

**License Expiration:** 03/31/2026

**Complaint history:** None

This 1-14-26 Attorney General – Consumer Affairs referral is a duplicate complaint related to Item #43 above..

**Recommendation:** Closure.

**Decision:** Approved.

**52. COS- 2026004561**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** 2016054431, closed by Consent Order and payment of \$100.00 civil penalty

This 1-16-26 inspection revealed an unlicensed shop (new location) and the owner performing services on a customer with an expired individual license (expiration 4-30-21). A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,100.00.

**Decision:** Approved.

**53. COS-2026004581**

**First License Obtained:** 04/12/1999

**License Expiration:** 04/30/2027

**Complaint history:** 2016054451, closure

Please see facts for Item #52 above. This Respondent is the owner performing a service with an expired license.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$100.00.

**Decision:** Approved.

**54. COS-2026004151**

**First License Obtained:** 05/27/2025

**License Expiration:** 05/31/2027

**Complaint history:** None

This 1-17-26 anonymous consumer complaint alleges a fungal infection incurred due to unsanitary conditions at the shop. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**55. COS-2026004181**

**First License Obtained:** 07/12/2024

**License Expiration:** 07/31/2026

**Complaint history:** 202405008, closed by Agreed Citation and payment of \$1,000 civil penalty; 2024038361, closure

This 1-18-26 former employee complaint alleges unsanitary conditions with alleged pictures in support. Inspection revealed shop owner was counseled on some minor, correctible sanitation issues that did not result in the issuance of a Notice of Violation.

**Recommendation:** Closure (owner was counseled).

**Decision:** Letter of warning (sanitation issues).

**56. COS-2026004271**

**First License Obtained:** 04/23/2024

**License Expiration:** 09/01/2026

**Complaint history:** 2024051501, closure; 2024051501, closure; 2025030771, closure

This 1-19-26 student complaint alleges the school has gone to virtual learning only/no in-person instruction and a lack of a response from the school regarding student's intent to transfer.

**Recommendation:** Please see disciplinary recommendation for inspection as referenced in Item #47 above and close the file.

**Decision:** Approved.

**57. COS- 2026004931**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-20-26 inspection revealed an unlicensed shop (new shop in old shop location) and an unlicensed individual performing a service on a customer in the shop. A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$2,000.00.

**Decision:** Approved.

**58. COS-2026005221**

**First License Obtained:** 05/09/2024

**License Expiration:** 08/31/2027

**Complaint history:** None

This 1-20-26 annual inspection revealed no owner or manager present during the operation of the shop. A Notice of Violation was issued. Respondent states they became sick that day and did not want to spread any sickness to the shop.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$500.00.

**Decision:** Approved.

**59. COS-2026005021**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-21-26 consumer complaint alleges an unsanitary condition. Respondent did not provide a response to the allegation.

**Recommendation:** Letter of warning (unprofessional conduct – not providing a response.)

**Decision:** Approved.

**60. COS-2026005331**

**First License Obtained:** 01/14/2026

**License Expiration:** 01/31/2028

**Complaint history:** None

This 1-22-26 complaint alleges Respondent is not following a business transfer agreement. Chancery court matters (contract) are outside the scope of the Board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**61. COS-2026005931**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-23-26 consumer complaint alleges expired license activity, misrepresentation of services (regarding alleged pricing of a service and accepting money in advance of an offered wig installation class that was allegedly not performed) and unprofessional conduct regarding same with alleged social media and screenshots in support. An inspection was requested but appears to be not completed. Civil and criminal misrepresentation/fraud cases are outside the scope of the Board's authority. As you can see above, Respondent is unlicensed.

**Recommendation:** Letter of warning (individual license/unprofessional conduct). Send an inspector to address listed in screenshots to inspect for individual and shop licensure.

**Decision:** Approved.

**62. COS-2026005961**

**First License Obtained:** 01/30/2025

**License Expiration:** 01/31/2027  
**Complaint history:** 202501932, closed by Agreed Citation and payment of \$1,000 civil penalty; 2025035331, closure; 2025059541, closure

This 1-24-26 consumer complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**63. COS-2026006071**

**First License Obtained:** 06/06/2008

**License Expiration:** 08/31/2026

**Complaint history:** None

This 1-25-26 consumer complaint alleges a negligent service (with alleged pictures in support) by an apprentice under the supervision of a supervising licensed professional with less than 10 years of experience. Respondent states they do not operate an apprenticeship program and all services are performed by licensed professionals and was verified through security camera footage; a full refund was provided and accepted. Respondent provided after-service photos and stylist statements in support. General negligence actions are outside the scope of the Board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**64. COS-2026007771**

**First License Obtained:** 02/06/2020

**License Expiration:** 01/31/2028

**Complaint history:** None

This 2-2-26 Attorney General – Consumer Affairs Division referral alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**65. COS-2026008791**

**First License Obtained:** 06/20/2017

**License Expiration:** 12/31/2027

**Complaint history:** 202003256, closure; 202500097, Letter of Warning

This 2-4-26 inspection revealed the most recent inspection sheet not being displayed for the public to see. A Notice of Violation was issued. Respondent states most recent inspection sheet was displayed and the inspector was confused. This is the Respondent's second offense for this violation.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$250.00.

**Decision:** Approved.

**66. COS-2026008811**

**First License Obtained:** 06/03/2009

**License Expiration:** 06/30/2027

**Complaint history:** 2025001011, closed with Letter of Warning

Please see facts for Item #65 above. This Respondent is the owner/manager cited for failure of responsibilities. This would be a duplicate penalty against the shop and its owner.

**Recommendation:** Closure.

**Decision:** Approved.

**67. COS-2026008771**

**First License Obtained:** 06/15/2023

**License Expiration:** 09/01/2026

**Complaint history:** None

This 2-8-26 instructor complaint states they are resigning their position as instructor and is no longer affiliated with the school upon learning the school was administratively dissolved by the Secretary of State on March 28, 2025. The school states upon learning same regarding the administrative dissolution, they took immediate action and closed the school.

**Recommendation:** Closure.

**Decision:** Approved.

**68. COS-2026008941**

**First License Obtained:** 06/15/2023

**License Expiration:** 09/01/2026

**Complaint history:** None

This 2-9-26 student complaint alleges school was continuing to enroll students and accept tuition money after the date of administrative dissolution. The school states upon learning same regarding the administrative dissolution, they took immediate action and closed the school.

**Recommendation:** Closure.

**Decision:** Approved.

**69. COS-2026009061**

**First License Obtained:** 06/15/2023

**License Expiration:** 09/01/2026

**Complaint history:** None

This 2-9-26 student complaint alleges inadequate teaching, lack of prompt student kits, and unsanitary conditions. The school states upon learning same regarding the administrative dissolution and poor management of the school, they took immediate action and closed the school.

**Recommendation:** Closure.

**Decision:** Approved.

**70. COS-2026008821**

**First License Obtained:** 05/07/2024

**License Expiration:** 05/31/2026

**Complaint history:** None

This 2-9-26 consumer complaint alleges a negligent services with alleged pictures in support. Respondent states the client dissatisfaction could be related to a client hair maintenance issue. Complainant states they used proper hair maintenance after the service. General negligence matters are outside the scope of the Board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**71. COS-2026009071**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-9-26 consumer complaint alleges a negligent service, unprofessional conduct and unsanitary conditions from an unlicensed home shop. Respondent acknowledged being unlicensed in her response and provided an appropriate response to the unprofessional conduct allegation. General negligence actions are outside the scope of the board's authority.

**Recommendation:** Letter of warning (individual/shop license).

**Decision:** Approved.

**72. COS- 2026009471**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-10-26 consumer complaint alleges unlicensed individual activity from an unlicensed shop with alleged social media in support. Inspector went to the shop address on several occasions but the shop/suite was locked; phone calls to the Respondent were not returned. Thus, a Notice of Violation was not issued.

**Recommendation:** Letter of Warning (individual/shop license).

**Decision:** Approved.

**73. COS-2026009461**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-10-26 consumer complaint alleges unsanitary conditions, no name tags being worn and unlicensed individual/shop activity. Inspection revealed owner was out of town, but shop owner was counseled on individual and shop licensure. A Notice of Violation was not issued.

**Recommendation:** Letter of warning (individual/shop licensure). Inspect for individual and shop licensure.

**Decision:** Approved.

**74. COS- 2026009491**

**First License Obtained:** 02/18/2026

**License Expiration:** 02/29/2028

**Complaint history:** None

This 2-10-26 consumer complaint alleges unlicensed individual and shop activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**75. COS-2026009511**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-10-26 consumer complaint alleges a negligent service and unlicensed individual activity. Inspector went to shop address on two occasions, which was closed with a keypad entry, and left cards on the door. Inspector never received a call back from shop owner. General negligence actions are outside the scope of the board's authority. As stated above. Respondent is unlicensed.

**Recommendation:** Letter of warning (individual/shop licensure).

**Decision:** Approved.

**76. COS-2026009941**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-12-26 anonymous complaint alleges unlicensed shop activity. Inspection revealed a closed shop with an application pending regarding an opening shop inspection/license.

**Recommendation:** Closure.

**Decision:** Approved.

**77. COS-2026010141**

**First License Obtained:** 11/23/2015

**License Expiration:** 11/30/2027

**Complaint history:** None

This 2-12-26 former employee complaint alleges a dangerous electrical issue at the shop that is not being corrected. Respondent states the electrical issue is being addressed and corrected.

**Recommendation:** Closure.

**Decision:** Approved.

**78. COS-2026010471**

**First License Obtained:** 10/05/2023

**License Expiration:** 09/01/2026

**Complaint history:** None

This 2-16-26 student complaint alleges unprofessional conduct on behalf of an instructor that resulted in the student's removal from the school. The school states the complainant was removed for cause due to cursing and disrespect.

**Recommendation:** Closure.

**Decision:** Approved.

**79. COS-2026011311**

**First License Obtained:** 10/11/2023

**License Expiration:** 09/01/2026

**Complaint history:** 2024015101, closed with Letter of Warning, 2024015271, closure; 2024015371, closure; 2024015911, closure; 2024062331, closure

This student complaint alleges that there was a possible delay in the entry of hours, there was a possible delay in the reporting of hours to the state, and there was administrative inaccuracy affecting graduation timelines in order to transfer since the school closed its campus. The school states they performed an internal review, and when it became clear that the location had not been Approved.

**80. COS-2026010891**

**First License Obtained:** 11/15/2021

**License Expiration:** 09/30/2027

**Complaint history:** 2025003621, closure

This 2-17-26 anonymous complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**81. COS-2026010931**

**First License Obtained:** 01/26/2022

**License Expiration:** 04/30/2028

**Complaint history:** 202200258, closed by Agreed Citation and \$2,500 civil penalty payment; 2022045211, closed by Consent Order and payment \$1,000 civil penalty and \$200.00 filing costs

This 2-18-26 consumer complaint alleges a negligent service and unsanitary conditions. Shop owner was not familiar with the particular customer complainant, does not have an unsanitary condition, and was not negligent. General negligence actions are outside the scope of the board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**82. COS-2026010961**

**First License Obtained:** 05/23/2017

**License Expiration:** 09/01/2026

**Complaint history:** 2027068331, closure 2024067481, closure

This 2-18-26 student complaint alleges the school closed before the student could obtain all program hours in order to graduate. Circuit court matters (tuition for education) are outside the scope of the board's authority.

**Recommendation:** Closure.

**Decision:** Approved.

**83. COS-2026011061**

**First License Obtained:** 05/23/2017

**License Expiration:** 09/01/2026

**Complaint history:** 2027068331, closure 2024067481, closure

This 2-18-26 student complaint essentially makes the same allegation in Item #82 above.

**Recommendation:** Closure.

**Decision:** Approved.

**84. COS-2026011091**

**First License Obtained:** 05/23/2017

**License Expiration:** 09/01/2026

**Complaint history:** 2027068331, closure 2024067481, closure

This 2-18-26 student complaint essentially makes the same allegation in Item #82 above.

**Recommendation:** Closure.

**Decision:** Approved.

**85. COS-2026012071**

**First License Obtained:** 07/30/2025

**License Expiration:** 07/31/2027

**Complaint history:** 202506179, closed by Agreed Citation and payment of \$1,000 civil penalty; 2025063801, closed with Letter of Warning;

This 2-18-26 follow-up inspection revealed dirty tools, hair clippings and name tags not being worn. A Notice of Violation was issued. This is the Respondent's second offense for this violation.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$500.00.

**Decision:** Approved.

**86. COS-2026012481**

**First License Obtained:** 01/31/2020

**License Expiration:** 01/31/2026

**Complaint history:** None

This 2-18-26 annual inspection revealed an expired shop license, no owner/manager present, and an unlicensed individual practicing on a customer in the shop. A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,600.00.

**Decision:** Approved.

**87. COS-2026011441**

**First License Obtained:** 11/10/2025

**License Expiration:** 11/30/2027

**Complaint history:** None

This 2-19-26 anonymous complaint alleges Respondent is performing straight razor activity with a cosmetology license only. Respondent states she only performed straight razor services under the supervision of a master barber in the shop.

**Recommendation:** Letter of warning (straight razor by master barbers only.)

**Decision:** Approved.

**88. COS-2026011691**

**First License Obtained:** 12/05/2025

**License Expiration:** 09/01/2026

**Complaint history:** None

This 2-21-26 anonymous complaint alleges the school is offering medical aesthetics illegally, the school website is deceptive in its marketing, and the school is allowing students to claim hours when they are not in the building. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**89. COS-2026011911**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-21-26 anonymous complaint alleges unlicensed individual activity. Respondent states she is not registered as a lash technician in the state of Tennessee and has ceased providing services in the state.

**Recommendation:** Letter of warning (lash technician certification).

**Decision:** Approved.

**90. COS- 2026013001**

**First License Obtained:** 07/20/2021

**License Expiration:** 07/31/2027

**Complaint history:** 202403635, closed by Agreed Citation and payment of \$1,500 civil penalty

This 2-24-26 annual inspection revealed an unlicensed individual performing a service on a customer in the shop. A Notice of Violation was issued. This Respondent is the designated manager cited for failure of responsibilities. This is the Respondent's second offense for this violation.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

**91. COS-2026012991**

**First License Obtained:** 05/31/2018

**License Expiration:** 09/01/2026

**Complaint history:** 2018027341, closed with Letter of Instruction; 2019036461, closure; 2019059191, closure; 2020064201, closed with Letter of Warning; 2021063931, closed with Letter of Warning; 2022013541, closure; 2022027131, closure; 2023050771, closure; 2025008591, closure

This 2-25-26 student complaint makes essentially the same allegation of hours procurement/calculation in Item #79 above. School states they recently implemented a new tracking system in order to correct any errors in earned hours; this is an ongoing process and the school is committed to ensuring every student's earned hours are correct.

**Recommendation:** Closure.

**Decision:** Approved.

**92. COS-2026013381**

**First License Obtained:** 08/14/2023

**License Expiration:** 07/31/2027

**Complaint history:** 202304735, closed by Agreed Citation and payment of 2024015121, closure; 2024048951, closed by Consent Order and payment of \$1,000 civil penalty

This 2-26-26 consumer complaint alleges an unsanitary condition. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**93. COS-2026013731**

**First License Obtained:** 02/14/2023

**License Expiration:** 02/28/2027

**Complaint history:** None

This 2-27-26 consumer complaint alleges theft of services and local law enforcement has been contacted in the matter. Respondent states, per policy expressed to the customers, all sales are final and no refunds will be issued. Respondent will go through with the service when complainant is ready

**Recommendation:** Closure.

**Decision:** Approved.

**94. COS-2026014121**

**First License Obtained:** 01/15/2020

**License Expiration:** 01/31/2028

**Complaint history:** None

This 3-2-26 consumer complaint alleges expired license activity and unsanitary conditions. Inspection revealed Respondent had renewed her license. A Notice of Violation was not issued.

**Recommendation:** Letter of warning (expired individual license).

**Decision:** Approved.

**95. 2026013841**

**First License Obtained:** 05/31/2018

**License Expiration:** 09/01/2026

**Complaint history:** 2018027341, closed with Letter of Instruction; 2019036461, closure; 2019059191, closure; 2020064201, closed with Letter of Warning; 2021063931, closed with Letter of Warning; 2022013541, closure; 2022027131, closure; 2023050771, closure; 2025008591, closure

This 3-1-26 anonymous complaint alleges a student is performing services at the school. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**96. COS-2026015071**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 3-5-26 competitor complaint alleges unlicensed activity from an unlicensed (with social media in support) but did not list an address for an inspection.

**Recommendation:** Closure.

**Decision:** Approved.

**97. COS-2026015701**

**First License Obtained:** 12/02/2010

**License Expiration:** 10/31/2024

**Complaint history:** 2012012091, closed with letter of warning; 2013024001 & 2015002501, Closed by an Initial Order and assessment of \$750.00 civil penalty and \$425.00 hearing costs; 2016023031, Sent an inspector to review sanitation practices related to pedicure; 2016049891, closed by Consent Order and payment of \$750.00 civil penalty; 2017033901, closed by Consent Order and payment of \$100.00 civil penalty; 2019023831, closure; 2019053121, closure; 2023047911, closure; 2024024911, closure; 2025006441, closed by Consent Order and payment of \$100.00 civil penalty

This 3-8-26 employee complaint alleges unlicensed individual activity. Inspection revealed an expired shop license (expiration 10-31-24) and an unlicensed individual performing a service on a customer in the shop. A Notice of Violation was issued. The shop license remains expired. This is the Respondent's second offense for this violation.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,500.00.

**Decision:** Approved.

### **BARBER CASES**

#### **98. BAR-2025071991**

**First License Obtained:** 05/02/2013

**License Expiration:** 04/30/2025

**Complaint history:** None

This 12-3-25 annual inspection revealed an expired shop license (expiration 4-30-25). A Notice of Violation was issued. The shop license remains expired.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$100.00.

**Decision:** Approved.

#### **99. BAR-2025072181**

**First License Obtained:** 03/21/2001

**License Expiration:** 03/31/2027

**Complaint history:** None

This 12-5-25 annual inspection revealed an expired individual license (expiration 6-30-25). A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$100.00.

**Decision:** Approved.

#### **100. BAR-2025072211**

**First License Obtained:** 05/23/1994

**License Expiration:** 10/31/2026

**Complaint history:** None

Please see facts for Item #99 above. This Respondent is the owner cited for failure of responsibilities. This would be a duplicate penalty for the shop and its owner.

**Recommendation:** Closure.

**Decision:** Approved.

#### **101. BAR-2025072231**

**First License Obtained:** 06/21/2001

**License Expiration:** 06/30/2025

**Complaint history:** None

Please see facts for Item #99 above. This Respondent is the individual with the expired individual license. The individual license remains expired.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$100.00.

**Decision:** Approved.

102. BAR-2025072421

**First License Obtained:** 12/14/2023

**License Expiration:** 12/31/2025

**Complaint history:** None

This 12-5-25 annual inspection revealed a potential unlicensed individual (license was posted but could not be confirmed by photo identification). A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

103. BAR-2025072441

**First License Obtained:** 06/15/2016

**License Expiration:** 06/30/2026

**Complaint history:** None

Please see facts for Item #102 above. This Respondent is the owner cited for failure of responsibilities. This would be a duplicate penalty for the shop and its owner.

**Recommendation:** Closure.

**Decision:** Approved.

104. BAR-2025072461

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

Please see facts for Item #102 above. This Respondent is the potential unlicensed individual that could not produce a photo identification to confirm with the active license on the wall.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

105. BAR- 2025075871

**First License Obtained:** 07/17/2025

**License Expiration:** 07/31/2027

**Complaint history:** None

This 12-23-25 anonymous complaint alleges an expired individual license. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

106. BAR-2025073291

**First License Obtained:** 12/12/2025

**License Expiration:** 12/31/2027

**Complaint history:** None

This 1-6-26 inspection revealed an unlicensed individual (not working on a customer) and no owner or manager present. A Notice of Violation was issued for the no owner or manager present.

**Recommendation:** Letter of warning (unlicensed individual). Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$500.00.

**Decision:** Approved.

**107. BAR-2026001231**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 1-6-26 inspection revealed an unlicensed shop open for business but with no customers present. A Notice of Violation was issued for the unlicensed shop.

**Recommendation:** Letter of warning (unlicensed shop).

**Decision:** Letter of warning (unlicensed shop). Re-inspect for shop licensure.

**108. BAR-2026001661**

**First License Obtained:** 10/30/2017

**License Expiration:** 10/31/2027

**Complaint history:** 2022012421, closed with Letter of Warning

This 1-8-26 annual inspection revealed an expired shop license (expiration 10-25-25). A Notice of Violation was issued. The shop license has since been renewed through 10-31-27.

**Recommendation:** Letter of warning (expired shop license).

**Decision:** Approved.

**109. BAR-2026001701**

**First License Obtained:** 05/13/2008

**License Expiration:** 05/31/2026

**Complaint history:** None

Please see facts for Item #108 above. This Respondent is the owner cited for failure of responsibilities. This would be a duplicate penalty for the shop and its owner.

**Recommendation:** Closure.

**Decision:** Approved.

**110. BAR-2026002661**

**First License Obtained:** 09/16/2024

**License Expiration:** 08/31/2026

**Complaint history:** None

This 1-13-26 employee complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved

**111. BAR-2026002671**

**First License Obtained:** 08/31/2007

**License Expiration:** 01/31/2028

**Complaint history:** None

This 1-13-26 consumer complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**112. BAR-2026005471**

**First License Obtained:** 01/08/1991

**License Expiration:** 03/31/2023

**Complaint history:** 2024044701, closed by Consent Order and assessment of \$1,700 civil penalty – sent to collections to collect the outstanding balance of \$1,500.00

This 1-16-26 annual inspection revealed a shop operating with a suspended license and no owner or manager present during the operation of the shop. A Notice of Violation was issued.

**Recommendation:** Referral to Attorney General for consideration of injunction pursuant to nuisance statute.

**Decision:** Approved.

**113. 2026004201**

**First License Obtained:** 12/12/2025

**License Expiration:** 12/31/2027

**Complaint history:** None

This 1-18-26 anonymous complaint states the same information as Item #106 above. This is a duplicate complaint that was investigated.

**Recommendation:** Closure.

**Decision:** Approved.

**114. BAR-2026005541**

**First License Obtained:** 05/26/2022

**License Expiration:** 03/31/2028

**Complaint history:** None

This 1-28-26 consumer spouse complaint alleges an assault on a customer. Respondent's attorney states the spouse filing the complaint lacks standing since they were not the affected party, the wrong party was named in the complaint (the shop and not its individual co-owner), and the co-owner who committed the alleged assault stated they tapped the customer's head in a light-hearted manner and without intent to seriously harm the customer. Further, the customer was belligerent and prompted the alleged assault/altercation with the unnamed party to the complaint. Criminal matters are outside the scope of the board's authority.

**Recommendation:** Letter of warning (unprofessional conduct).

**Decision:** Approved.

**115. BAR-2026007671**

**First License Obtained:** 08/17/2021

**License Expiration:** 08/16/2026

**Complaint history:** None

This 2-3-26 complaint does not state an allegation other than they completed the requirements to take the barber instructor test, with a copy of the diploma in support. Respondent school submitted the complainant's time records, stating complainant completed 336.62 hours toward completion of the Master Barber Instructor program.

**Recommendation:** Closure.

**Decision:** Approved.

**116. BAR-2026008901**

**First License Obtained:** 03/31/2025

**License Expiration:** 01/31/2028

**Complaint history:** None

This 2-9-26 consumer complaint alleges an unsanitary condition. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**117. BAR-2026010761**

**First License Obtained:** 06/12/1979

**License Expiration:** 03/31/2027

**Complaint history:** None

This 2-12-26 annual inspection revealed no updated inspection sheet being displayed after being previously warned. A Notice of Violation was issued. Respondent states the previous inspector informed her that an updated inspection sheet would be mailed to her, but she never received it.

**Recommendation:** Closure.

**Decision:** Approved.

**118. BAR-2026011031**

**First License Obtained:** 07/10/2014

**License Expiration:** 10/31/2026

**Complaint history:** 2018072881, closed by Agreed Citation and payment of \$100.00 civil penalty

This 2-13-26 annual inspection revealed an individual performing services on a customer with an expired individual license (expiration 8-31-25). A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$100.00.

**Decision:** Approved.

**119. BAR-2026011051**

**First License Obtained:** 11/04/2010

**License Expiration:** 11/30/2026

**Complaint history:** None

Please see facts for Item #118 above. This Respondent is the owner cited for failure of responsibilities. This would be a duplicate penalty against the shop and its owner.

**Recommendation:** Closure.

**Decision:** Approved.

120. BAR-2026011011

**First License Obtained:** 10/28/2015

**License Expiration:** 01/31/2028

**Complaint history:** None

This 2-13-26 school inspection revealed incomplete student files and several sanitation issues. A Notice of Violation was issued. This Respondent is the owner of the barber school.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$250.00. Re-inspect school to ensure all sanitation issues have been corrected.

**Decision:** Approved.

121. BAR-2026012531

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-18-26 inspection revealed an unlicensed individual performing a service on a customer in the shop. A Notice of Violation was issued.

**Recommendation:** Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

**Decision:** Approved.

122. BAR-2026012191

**First License Obtained:** 06/22/2018

**License Expiration:** 06/30/2026

**Complaint history:** None

This 2-23-26 consumer complaint alleges unsanitary conditions. Inspection revealed some minor, correctable sanitation issues that did not result in the issuance of a Notice of Violation.

**Recommendation:** Closure.

**Decision:** Letter of warning (sanitation issues).

123. BAR- 2026012681

**First License Obtained:** 10/04/2022

**License Expiration:** 10/31/2026

**Complaint history:** None

This 2-24-26 consumer complaint alleges an unsanitary practice regarding an irritated area on the back of the consumer's head and unprofessional conduct. The Respondent provided a response

regarding the condition of consumer's head prior to the service, but did not address the allegation of unprofessional conduct.

**Recommendation:** Letter of warning (unprofessional conduct).

**Decision:** Approved.

**124. BAR-2026013611**

**First License Obtained:** 04/02/2025

**License Expiration:** 04/30/2027

**Complaint history:** None

This 2-24-26 anonymous complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**125. BAR-2026013511**

**First License Obtained:** N/A

**License Expiration:** N/A

**Complaint history:** None

This 2-25-26 Attorney General – Consumer Affairs Division referral alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**126. BAR-2026013771**

**First License Obtained:** 07/03/1989

**License Expiration:** 07/31/2027

**Complaint history:** None

This 2-27-26 consumer complaint alleges the employees smell like they have been drinking. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

**Recommendation:** Closure.

**Decision:** Approved.

**RE-PRESENT**

**127. COS-2025059301**

**First License Obtained:** 09/13/2024

**License Expiration:** 09/30/2026

**Complaint history:** 202501917, closed with Letter of Warning

This matter was previously presented to the Board at its December 1, 2025 meeting as follows:

*This 10-7-25 consumer complaint alleges a negligent service, unprofessional conduct and a possible animal in the home apartment/shop. The respondent provided an appropriate response, stating she does not have an animal in the workspace and was professional in providing the customer with a correction procedure even though she did not perform shoddy work.*

*Respondent has an individual license but may not have a license for the home shop. Respondent*

*was sent a previous letter of warning for not having a home shop license. Litigation counsel may possibly show the absence of a home shop license for the address listed in the report at a future hearing.*

Recommendation:        *Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.*

Decision:        *Approved.*

**Update:        Counsel spoke with Respondent, who confirmed they ran a mobile lash business and does not operate out of a home shop. Respondent now has a child and is a stay-at-home mother.**

**Recommendation:        Closure.**

**Decision:        Approved.**