



**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 June 1, 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, Marquise Martin, Layne Petty, Becky Russell, Amy Tanksley, and Tamika Turner.

Not available: Anita Charlton, Jeffery Moran and Lori Turner.

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 April 2026 board meetings were submitted for changes and/or approval.

Motion made by Layne Petty and seconded by Perry Baldwin to approve the February minutes. The motion carried unanimously.

PRESENTED BEFORE THE BOARD-

Love Beauty School – Change in Location

Ms. Tonya Liles participated to answer questions for the board regarding the change in location. The school is located in Manchester, 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 Layne Petty to approve the new school pending an inspection by a field inspector. The motion carried unanimously.

BDMC Professional Services – Change in Location

Ms. Porsche Bailey-Brown participated to answer questions for the board regarding the change in location. The school is located in Nashville, 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 Perry Baldwin to approve the new school pending an inspection by a field inspector. The motion carried unanimously.

Defining Textures Natural Hair Academy – New Natural Hair Styling School

Ms. Maya Crawford participated to answer questions for the board regarding the new school. The school is located in Goodlettsville, 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 Layne Petty to approve the new school pending an inspection by a field inspector. The motion carried unanimously.

Lash Jazz, LLC – New Eyelash Specialty School

Ms. Jazmon Howard participated to answer questions for the board regarding the new school. The school is located in Nashville, TN. The application, floor plan, enrollment agreement, catalog and contingency plan were all received timely for both school applications.

MOTION made by Tamika Turner and seconded by Layne Petty to deny as presented. The motion carried unanimously.

LEGAL REPORT- STAFF ATTORNEY

The State Board of Cosmetology and Barber Examiners met to review the allegations of 117 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.

APPLICATIONS FOR EXAMINATION-

Felony Applicants:

Applications for examination for: Jerald Jennings, Rodney Jennings, Steve Malone and Eddie Simmons. 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.

Motion made by Amy Tanksley and seconded by Layne Petty to approve applications for examination with a signed Agreed Order. The motion carried unanimously.

Surrendered Licenses:

Request to test for manicure with education from Vietnam for Phuing Nguyen. Mr. Nguyen was previously licensed in Tennessee via reciprocity with a Colorado license. He surrendered that license 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 current request to take the TN exams.

MOTION made by Amy Tanskley and seconded by Perry Baldwin to obtain a signed Agreed Order prior to submitting him to the exams. The motion carried unanimously.

Request to test for manicure with education from Vietnam for Hanh Nguyen. Mr. Nguyen was previously licensed in Tennessee via reciprocity with a Colorado license. He surrendered that license 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 current request to take the TN exams.

MOTION made by Amy Tanskley and seconded by Perry Baldwin to obtain a signed Agreed Order prior to submitting him to the exams. The motion carried unanimously.

Request to test for manicure with education from Vietnam for Tuan Tran. Mr. Tran was previously licensed in Tennessee via reciprocity with a Colorado license. He surrendered that license 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 current request to take the TN exams.

MOTION made by Amy Tanskley and seconded by Perry Baldwin to obtain a signed Agreed Order prior to submitting him to the exams. The motion carried unanimously.

Request to test for manicure with education from Vietnam for Thu Vu. Ms. Vu was previously licensed in Tennessee via reciprocity with a Colorado license. She surrendered that license because the board confirmed that the Colorado license had the same name, but it was not her license. Because records provided were not factual, the board would need to approve the current request to take the TN exams.

MOTION made by Amy Tanskley and seconded by Perry Baldwin to obtain a signed Agreed Order prior to submitting her to the exams. The motion carried unanimously.

MISCELLANEOUS:

Request for Waivers, Reconsiderations and Extensions:

Request to waive the need to retest pursuant to rule 0440-01-.10 which states an applicant must apply for and pay for the original license within six (6) months after passing the examination. The Board may, for good cause, waive this requirement. The board previously authorized the Director to approve these extensions past the six months but for only up to a year and for good cause. Ms. Linzee Chapman provided an email explaining why she failed to apply for licensure within the timeline. She passed the aesthetics practical exam on January 29, 2025.

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

Request to waive the need to retest pursuant to rule 0200-01-.10 which states an applicant must apply for and pay for the original license within six (6) months after passing the examination. The Board may, for good cause, waive this requirement. The board previously authorized the Director to approve these extensions past the six months but for only up to a year and for good cause. Mr. Marricus Williams provided an email explaining why she failed to apply for licensure within the timeline. He passed the master barber practical exam on August 19, 2024.

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

Request to release hours from closed school. Revive Beauty and Wellness Institute submitted the last hours report in December for September hours. Multiple students filed complaints against the school. Students have been waiting for their hours to be released since February. The office has had no response from the owner since February. The location of the cosmetology school is vacant. Ms. Charlene Purnell, owner of CDRS Academy of Beauty, used the same method to track hours and was able to view hours for eight (8) students. Accepted them as transfer students.

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

DIRECTOR'S REPORT:

2027 meeting dates:

Director Gumucio presented the proposed 2027 meeting dates.

MOTION made by David McElreath and seconded by Perry Baldwin to approve the dates as presented. The motion carried unanimously

Budget Update:

The final financial information as of March 2026 shows a deficit of \$324,233 with a current reserve surplus balance of \$805,676.

NEW BUSINESS:

The board reviewed the budget through FY33. Fees need to be increased for the board to be self-sufficient. Director Gumucio explained that without the fee increase, the reserves would be negative by FY28.

Motion made by Monica Lemons and seconded by Layne Petty to approve the proposed fee increase as presented. The motion carried unanimously.

Motion made by Layne Petty and seconded by Marquise Martin to request legal counsel work on and move forward with proposed rules.

Director Gumucio asked if anyone in the public, participating in person or remotely using Teams, had comments as they relate to the agenda.

Charlene Pernell, owner of CDRS Academy of Beauty, and three students spoke to the board. They thanked the board members for their decision to release hours so they could move forward and get past the terrible experience.

Additional Questions:

Motion to adjourn:

Meeting adjourned at 11:13

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



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
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TO: Tennessee State Board of Cosmetology and Barber Examiners

FROM: Michael L. Underhill, Associate General Counsel

DATE: June 1, 2026

SUBJECT: Legal Report

COSMETOLOGY CASES

1. COS- 2026007391

First License Obtained: N/A
License Expiration: N/A
Complaint history: None

This 1-31-26 consumer complaint alleges unprofessional conduct regarding a refund for dissatisfaction from a provided service. The Respondent did not provide a response to the allegation. As you can see, the Respondent is unlicensed.

Recommendation: Letter of warning (individual license).

Decision: Approved.

2. COS- 2026007631

First License Obtained: 07/25/1990
License Expiration: 04/30/2028
Complaint history: None

This 2-2-26 anonymous consumer complaint alleges a negligent service. Respondent provided a response to the negligence allegation. General negligence actions are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

3. COS- 2026011081

First License Obtained: 08/14/2023

License Expiration: 03/31/2027

Complaint history: None

This 2-13-26 annual inspection revealed an individual performing a service on a customer in the shop with an expired individual license (expiration 8-31-25). A Notice of Violation was issued. The Respondent has since renewed their license through 3-31-27.

Recommendation: Letter of warning (expired individual license).

Decision: Approved.

4. COS- 2026010571

First License Obtained: 11/02/2016

License Expiration: 07/31/2026

Complaint history: 201702366-closed with Letter of Warning

This 2-16-26 consumer complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the allegation. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

5. COS- 2026010881

First License Obtained: 10/09/2018

License Expiration: 06/30/2026

Complaint history: None

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

Recommendation: Closure.

Decision: Approved.

6. COS- 2026011471

First License Obtained: 12/07/2020

License Expiration: 12/31/2026

Complaint history: 2025007241, closure

This 2-19-26 consumer complaint alleges a future esthetics service event at a local drugstore not having a cosmetology shop license. Respondent provided a response but did not address the esthetics event to be conducted in the future.

Recommendation: Letter of warning (shop license/mobile license).

Decision: **Approved.**

7. COS- 2026012491

First License Obtained: **12/21/2011**

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

Complaint history: **2017018051, closed with no action; 2018037111, closure;
2019006201, closure with request for inspection**

This 2-19-26 annual inspection revealed the shop open and operating with an expired shop license (expiration 12-31-25). A Notice of Violation was issued. The shop license has since been renewed through 12-31-27.

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

Decision: **Approved.**

8. COS-2026012851

First License Obtained: **04/28/2010**

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

Complaint history: **None**

Please see facts for Item #7 above. This Respondent is the designated manager cited for failure of responsibilities.

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

Decision: **Approved.**

9. COS-2026012001

First License Obtained: **12/07/2020**

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

Complaint history: **2025007241, closure**

This 2-22-26 consumer complaint appears to be a duplicate of Item #6 above.

Recommendation: **Closure.**

Decision: **Approved.**

10. COS-2026012201

First License Obtained: **07/08/2022**

License Expiration: **07/31/2024**

Complaint history: **None**

This 2-23-26 consumer complaint alleges a negligent service with social media/ screenshots/pictures in support. The Respondent did not provide a response. General negligence actions are outside the scope of the board's authority. As you can see, the hair braider registration is expired.

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

Decision: Letter of warning (expired hair braider registration) and inspect.

11. COS-2026012111

First License Obtained: 02/06/2020

License Expiration: 02/28/2022

Complaint history: 2025009611, assessed \$2,000.00 civil penalty and \$1,864.64 hearing costs via Initial Order

This 2-26-26 consumer complaint alleges Respondent kept two deposits regarding a service. Respondent does not do refunds, but did provide a partial refund to the complainant. Inspection revealed an expired hair braider certificate (expiration 2-28-22). A Notice of Violation was issued.

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

Decision: Approved.

12. COS-2026013751

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 2-27-26 anonymous complaint alleges unlicensed individual activity with alleged social media in support. Inspection revealed a cosmetology student was provided bad information regarding tips at mother's salon and the services have ceased upon learning the proper procedure.

Recommendation: Letter of warning (student cannot accept tips).

Decision: Approved.

13. COS- 2026014381

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 3-2-26 anonymous complaint alleges unlicensed individual activity. Inspection revealed an unlicensed individual, an expired shop license (expiration 10-31-24), and no inspection sheet displayed. A Notice of Violation was issued. A Letter of Warning was issued for the inspection sheet not being displayed. This is the Respondent's second offense in that last five (5) years for an expired shop license.

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

Decision: Approved.

14. COS- 2026016841

First License Obtained: 11/14/2025

License Expiration: 11/30/2027

Complaint history: None

Please see facts for Item #13 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 \$1,500.00.

Decision: Approved.

15. COS- 2026016881

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

Please see facts for Item #13 above. This Respondent is the unlicensed individual.

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

Decision: Approved.

16. COS-2026015021

First License Obtained: 03/21/1994

License Expiration: 09/01/2026

Complaint History: 6964, dismissed, 9015, dismissed; 2006002571, closed with no action; 2006041431, closed with no action; 2009011581, 2009021901, 2010001381, 201000241, closed with no action; 2013018401 closed by Consent Order and payment of \$250.00 civil penalty; 2022021761, closure; 2024054741, closure

This 3-5-26 anonymous complaint alleges the school forced an 18 year old student to service a customer who was actively peeing themselves; if the student did not perform the service, they were

to be sent home and lose hours. Respondent school states the allegation as stated is untrue; the school acknowledged that the client smelled bad, but the school also teaches sensitivity and ethical practice which sometimes means working on clients who smell bad. If there was active proof of urination during the service, it would be a sanitation issue and the service would have been stopped.

Recommendation: Closure.

Decision: Approved.

17. COS- 2026015591

First License Obtained: 01/24/2025

License Expiration: 01/31/2027

Complaint history: None

This 3-6-26 anonymous complaint alleges unlicensed barber activity in a cosmetology salon. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

18. COS- 2026015501

First License Obtained: 10/05/2023

License Expiration: 09/01/2026

Complaint history: 2025076651, closure; 2026010471, closure

This 3-6-26 employer of school graduate alleges graduate/employee is not versed in certain handling of chemicals (sanitation), unprofessional conduct regarding an instructor (with specificity), and admittedly unsubstantiated financial irregularities regarding financial aid. Respondent school provided a statement from the former graduate that dispels the allegations from the complainant.

Recommendation: Closure.

Decision: Approved.

19. COS- 2026015751

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-8-26 consumer complaint alleges unlicensed individual activity with alleged social media in support; also, dissatisfaction with a potential negligent service and requesting a refund. Respondent states complainant may have been previously affected by a prior service from a prior stylist; nonetheless, a partial refund was provided to the complainant. The Respondent did not

respond to the allegation of being unlicensed. General negligence actions are outside the scope of the board's authority.

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

Decision: Approved.

20. COS- 2026015761

First License Obtained: 12/12/2024

License Expiration: 04/30/2027

Complaint history: None

This 3-8-26 anonymous complaint alleges unsanitary conditions. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

21. COS- 2026016801

First License Obtained: 02/12/2018

License Expiration: 02/29/2028

Complaint history: 202406093, closed by Agreed Citation and payment of \$700.00 civil penalty

This 3-9-26 annual inspection revealed an expired shop license. A Notice of Violation was issued. The shop license has since been renewed through 2-29-28. This is the Respondent's second offense for an expired shop license.

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

Decision: Approved.

22. COS- 2026016861

First License Obtained: 01/22/2013

License Expiration: 01/31/2027

Complaint history: None

Please see facts for Item #21 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.

23. COS- 2026016221

First License Obtained: 10/15/2009

License Expiration: 10/31/2027

Complaint history: None

This 3-10-26 competitor complaint alleges unsanitary conditions during a service. Respondent denies the allegations with pictures of clean products.

Recommendation: Close the complaint and inspect for unsanitary conditions named in the complaint.

Decision: Approved.

24. COS-2026017391

First License Obtained: 04/23/2009

License Expiration: 03/31/2027

Complaint history: None

This 3-10-26 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.

25. COS- 2026017411

First License Obtained: 09/20/1989

License Expiration: 09/30/2026

Complaint history: 2025041821, closure

Please see facts for Item #24 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.

26. COS- 2026017471

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

Please see facts for Item #24 above. This Respondent is the unlicensed individual.

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

Decision: Approved.

27. COS- 2026016761

First License Obtained: 12/02/2021

License Expiration: 09/01/2026

Complaint history: 2022027821, closure; 2023025551, closure; 2023041661, Closure; 2024011341, closure; 2024030351, closure;

2025013461, closure; 2025037711, closure; 2025064481, closure; 2025068451, closed with Letter of warning

This 3-12-26 student complaint alleges unprofessional conduct on behalf of a student, in which the school allegedly did not take serious, and the use of expired product by the school with a picture in support. The school states they resolved the matter internally but did not address the use of expired products in the school.

Recommendation: Close the complaint and inspect for expired product in use at the school.

Decision: Approved.

28. COS-2026016771

First License Obtained: 07/15/2013

License Expiration: 07/31/2027

Complaint history: None

This 3-12-26 consumer complaint alleges Respondent took money for a service that was not performed and did not provide a refund. Respondent states they have a seven day rule where a service can be rescheduled and performed within the seven day period. Complainant states they were never made aware of the policy, which was acknowledged by the Respondent. Respondent went past the seven day period policy to try to accommodate the Respondent's schedule, but ultimately it became a non-refundable fee that would not be refunded. General Sessions matters are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

29. COS- 2026017631

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; 2025070091, closure;
2025074851**

This 3-13-26 anonymous student complaint alleges racism/prejudice, non-working plumbing/electrical issues/sanitation, and unprofessional conduct/treatment of students. Respondent provided a copy of their non-discrimination policy and provided appropriate responses regarding the electrical and plumbing issues that were resolved in a half-day as well as their policy regarding student breaks/lunch while servicing clients on the clinic floor.

Recommendation: **Closure.**

Decision: **Approved.**

30. COS- 2026017871

First License Obtained: **N/A**
License Expiration: **N/A**
Complaint history: **None**

This 3-16-25 anonymous complaint alleges unlicensed individual activity with alleged social media in support. Respondent did not provide a response. As you can see, the Respondent is unlicensed.

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

Decision: **Approved.**

31. COS- 2026017921

First License Obtained: **N/A**
License Expiration: **N/A**
Complaint history: **None**

This 3-16-26 consumer complaint alleges unlicensed individual/shop activity with screenshots and social media in support. Respondent states she is truly sorry for not knowing the law and will not do it again.

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

Decision: **Approved.**

32. COS- 2026018921

First License Obtained: **05/18/2011**
License Expiration: **05/31/2025**
Complaint history: **2023053411, closed by Consent Order and \$100.00 civil
penalty and \$200.00 filing cost**

This 3-17-26 annual inspection revealed an expired shop license (expiration 5-31-25) and an unknown 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 an expired shop license.

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

Decision: Approved.

33. COS- 2026018941

First License Obtained: 01/04/2007

License Expiration: 01/31/2027

Complaint history: 2023053461, closure

Please see facts for Item #32 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.

34. COS- 2026018401

First License Obtained: 09/09/2013

License Expiration: 09/30/2027

Complaint history: None

This 3-18-26 consumer complaint alleges unlicensed individual activity with alleged social media/pricing list/appointment schedule in support. Inspection revealed Respondent had recently moved from the location listed in the complaint, thus an inspection could not be performed.

Recommendation: Closure (respondent moved from location).

Decision: Approved.

35. COS-2026018671

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-18-26 administrative complaint alleges Respondent (who is unlicensed) provided false information in procuring a duplicate cosmetology license of another person. Respondent did not provide a response.

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

Decision: Approved.

36. COS- 2026018421

First License Obtained: 04/11/2022

License Expiration: 03/31/2027

Complaint history: None

This 3-18-26 consumer complaint alleges a service was provided where the provider had an open cold sore, touched product to the cold sore, and did not utilize gloves or a mask during the service. Respondent states they utilize all safety protocols during their services.

Recommendation: Closure.

Decision: Approved.

37. COS- 2026019551

First License Obtained: 10/16/2019

License Expiration: 02/28/2026

Complaint history: 2020047501, closure

This 3-20-26 consumer complaint alleges negligence that resulted in an infection from an unsanitary condition (unclean tool). Respondent states they clean their tools and were not made aware of a health condition in advance of the service. General negligence actions are outside the scope of the board's authority.

Recommendation: Close the complaint and inspect for unclean tools.

Decision: Approved.

38. COS-2026017141

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-20-26 inspection revealed an unlicensed hair braider. 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.

39. COS- 2026019211

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-20-26 consumer complaint alleges a negligent service and unlicensed individual activity from an unlicensed apartment home shop. The Respondent did not provide a response. General negligence actions are outside the scope of the board's authority.

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

Decision: Approved.

40. COS-2026019651

First License Obtained: 03/31/2025

License Expiration: 09/30/2027

Complaint history: 202505871, closed by Agreed Citation and payment of \$3,100 civil penalty; 202505642, closed by Agreed Citation and payment of \$1,000 civil penalty;

This 3-20-26 consumer complaint alleges a negligent service and unlicensed individual activity. Inspection revealed an unlicensed individual performing a service on a customer in the shop. A Notice of Violation was issued. This is the Respondent's third offense for unlicensed individual activity, the first two (2) being resolved by agreed citation as noted above.

Recommendation: Authorize formal hearing for revocation. Authorize settlement by consent order for the voluntary revocation of shop license.

Decision: Approved.

41. COS- 2026019451

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-20-26 consumer complaint alleges a negligent service and unlicensed individual and shop activity. The Respondent did not provide a response. General negligence actions are outside the scope of the board's authority. As you can see, the Respondent is unlicensed.

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

Decision: Approved.

42. COS- 2026019821

First License Obtained: 11/04/2005

License Expiration: 11/30/2027

Complaint history: None

This 3-23-26 competitor complaint alleges expired individual license activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

43. COS- 2026020651

First License Obtained: 10/16/2024

License Expiration: 09/30/2026

Complaint history: None

This 3-23-26 competitor complaint alleges expired individual license activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

44. COS- 2026019791

First License Obtained: 11/15/2021

License Expiration: 09/30/2027

Complaint history: 2025003621, close and inspect; 2026010891, closure

This 3-23-26 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.

45. COS-2026019761

First License Obtained: 05/04/2022

License Expiration: 04/30/2028

Complaint history: None

This 3-23-26 anonymous complaint alleges unlicensed individual activity. The shop was previously inspected on 3-19-26 and no issues were found.

Recommendation: Closure.

Decision: Approved.

46. COS- 2026019961

First License Obtained: N/A

License Expiration: N/A

Complaint history: 2025070481, close with Letter of Warning

This 3-24-26 anonymous complaint alleges an unsanitary condition and unprofessional conduct (inebriation). Inspector went to shop location on three occasions and the shop was closed; inspector spoke to shop owner who stated the shop would not be open until a shop license was obtained.

Recommendation: Closure (no evidence).

Decision: Approved.

47. COS- 2026020291

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-25-26 anonymous complaint alleges unlicensed individual activity, with social media/screenshots in support, but does not provide an address for an inspection.

Recommendation: Closure.

Decision: **Approved.**

48. COS- 2026020261

First License Obtained: **06/04/1991**

License Expiration: **06/30/2028**

Complaint history: **2018007811, closed with Letter of Warning**

This 3-25-26 consumer complaint alleges a negligent service. Respondent states they had the complainant sign a liability waiver prior to the service. General negligence actions are outside the scope of the board's authority.

Recommendation: **Closure.**

Decision: **Approved.**

49. COS- 2026020421

First License Obtained: **12/02/2021**

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

Complaint history: **2022027821, closure; 2023025551, closure; 2023041661, Closure; 2024011341, closure; 2024030351, closure; 2025013461, closure; 2025037711, closure; 2025064481, closure; 2025068451, closed with Letter of warning**

This 3-25-26 former student complaint alleges Respondent school has not released her transcript (for continued employment) since requesting same the previous September. Respondent states the matter has been rectified.

Recommendation: **Closure.**

Decision: **Approved.**

50. COS-2026020541

First License Obtained: **N/A**

License Expiration: **N/A**

Complaint history: **None**

This 3-26-26 consumer complaint alleges unlicensed individual activity from an unlicensed home but does not list an address for an inspection.

Recommendation: **Closure.**

Decision: **Approved.**

51. COS- 2026021021

First License Obtained: **12/01/2017**

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

Complaint history: **None**

This 3-26-26 consumer complaint alleges release of information/invasion of privacy regarding a service to a third-party. Respondent denies providing information to a third-party regarding the complainant. Civil litigation matters are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

52. COS- 2026021071

First License Obtained: 12/01/2017

License Expiration: 09/01/2026

Complaint history: 2020049011, closure; 2022051101, closure;

This 3-27-26 anonymous complaint alleges sanitation issues, an inconsistent education, inconsistencies in tuition agreements (charging more tuition than what the agreement states). Respondent denies the sanitation allegation of using single-use tools/products more than once, the instructors teach from the Milady curriculum to avoid inconsistency, and the school has been audited on their student files/agreements and found to be consistent and accurate.

Recommendation: Closure.

Decision: Approved.

53. COS- 2026021841

First License Obtained: 04/21/2023

License Expiration: 04/30/2027

Complaint history: 202505647, closed by Agreed Citation and payment of \$1,500 civil penalty

This 3-27-26 inspection revealed an unlicensed individual practicing 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 regarding an unlicensed individual working in the shop.

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

Decision: Approved.

54. COS- 2026021231

First License Obtained: 03/28/2024

License Expiration: 01/31/2028

Complaint history: None

This 3-28-26 anonymous complaint alleges bad water pressure/no hot water at the shop. Respondent states upon receipt of the complaint, they conducted an investigation and parts are being ordered to rectify the affected areas.

Recommendation: Closure.

Decision: **Approved.**

55. COS-2026023201

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

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

Complaint history: **2025048251, closure**

This 4-1-26 inspection revealed three (3) unknown individuals practicing on customers in the shop and an inspection sheet not being displayed. A Notice of Violation was issued.

Recommendation: **Letter of warning (inspection sheet not being displayed).**

Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$3,000.00.

Decision: **Approved.**

56. COS- 2026022421

First License Obtained: **1/17/2024**

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

Complaint history: **202505955, closed by Agreed Citation and payment of \$1,000 civil penalty, 2025030691, closure; 2025029591, closure**

This 4-2-26 anonymous complaint alleges unsanitary conditions and unlicensed individual activity. Inspection revealed no evidence of unlicensed individual activity but did show IDs not being worn/dirty tools/uncovered trash cans. A Notice of Violation was not issued.

Recommendation: **Letter of warning (ID tags/dirty tools/uncovered trash cans).**

Decision: **Approved.**

57. COS- 2026023721

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

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

Complaint history: **2026008771, closure; 2026008941, closure; 2026009061, closure**

This 4-7-26 student complaint alleges Respondent school owner will not refund tuition back (school has closed) to the student until 30-45 days has elapsed. General sessions matters are outside the scope of the board's authority.

Recommendation: **Closure.**

Decision: **Approved.**

58. COS-2026023331

First License Obtained: **08/15/2025**

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

Complaint history: **None**

This 4-7-26 anonymous student complaint alleges a lack of licensed instructors, an unsanitary condition, and lack of receipts for tuition payments. Inspection revealed a score of 100 and an appropriate student/teacher ratio of licensed instructors. The lack of receipts was not addressed in the report, but was addressed as part of the investigation performed in Item #61 above.

Recommendation: **Closure.**

Decision: **Approved.**

59. COS- 2026023381

First License Obtained: **12/21/1992**

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

Complaint history: **None**

This 4-8-26 consumer complaint alleges Respondent is practicing botox outside of their cosmetology license. Inspection revealed outside services being provided in the shop. A Notice of Violation was issued.

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

Decision: **Approved.**

60. COS- 2026023571

First License Obtained: **10/24/2023**

License Expiration: **10/31/2025**

Complaint history: **None**

This 4-8-26 consumer complaint alleges a negligent service. The Respondent did not provide a response to the allegation. General negligence actions are outside the scope of the board's authority.

Recommendation: **Closure.**

Decision: **Approved.**

61. COS-2026023651

First License Obtained: **04/01/2011**

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

Complaint history: **None**

This 4-9-26 Department of Health referral alleges unlicensed activity. Inspection revealed a licensed cosmetologist in an unlicensed shop. There were no customers present. A Notice of Violation was not issued.

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

Decision: **Approved.**

62. COS-2026023621**First License Obtained:** N/A**License Expiration:** N/A**Complaint history:** None

This 4-9-26 anonymous consumer complaint alleges a negligent service, unprofessional conduct (rudeness), and unlicensed individual activity/unlicensed shop activity. The Respondent did not provide a response to the allegations. General negligence actions are outside the scope of the board's authority. As you can see, the Respondent is unlicensed.

Recommendation: Letter of warning (individual license/shop license).**Decision:** Approved.**63. COS-2026024141****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 4-10-26 consumer complaint alleges an unsanitary condition and unlicensed individual activity. The shop was previously inspected on 12-5-25 and a Consent Order is presently pending on that second offense violation. The shop was also re-inspected on 2-18-26 and found again to have unclean tools but this inspection occurred within 3 months of the date of this 4-10-26 complaint.

Recommendation: Closure.**Decision:** Approved.**64. COS-2026025011****First License Obtained:** 10/09/1997**License Expiration:** 12/31/2027**Complaint history:** None

This 4-10-26 inspection revealed outside services being offered. A Notice of Violation was issued. 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 \$500.00.**Decision:** Approved.**65. COS-2026025091****First License Obtained:** 06/04/2021**License Expiration:** 05/31/2027**Complaint history:** None

This 4-10-26 inspection revealed an expired shop license (expiration 5-31-25). A Notice of Violation was issued. The shop license has since been renewed through 5-31-27.

Recommendation: Letter of warning (expired shop license).

Decision: Approved.

66. COS-2026025151

First License Obtained: 06/12/2024

License Expiration: 06/30/2026

Complaint history: 2025027751, closure

This 4-11-26 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.

67. COS- 2026025171

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 4-11-26 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.

68. COS- 2026025201

First License Obtained: 11/04/2025

License Expiration: 11/30/2027

Complaint history: None

This 4-11-26 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.

69. COS- 2026025351

First License Obtained: 11/04/2025

License Expiration: 11/30/2027

Complaint history: None

This 4-11-26 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.

70. COS-2026024391

First License Obtained: 01/11/2022

License Expiration: 01/31/2028

Complaint history: None

This 4-11-26 consumer complaint alleges an unlicensed home shop. Respondent states the board has inspected her home shop and it meets departmental standards; Respondent has an individual cosmetology license and provided a recent inspection report (100) from February/2026 regarding the shop.

Recommendation: Closure.

Decision: Approved.

71. COS-2026024431

First License Obtained: 11/15/2023

License Expiration: 11/30/2027

Complaint history: None

This 4-13-26 consumer complaint alleges a negligent service. Respondent states they are not negligent and complied with industry standards. General negligence actions are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

72. COS- 2026024721

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 4-14-26 consumer complaint alleges a pricing complaint and unprofessional conduct. Inspection revealed an unregistered hair braider. 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.**

73. COS-2026024971

First License Obtained: **08/15/2025**

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

Complaint history: **None**

This 4-14-26 student complaint alleges no licensed cosmetology instructor present, instructors are not wearing name tags, instructor licenses are not visible, junior instructors are operating unsupervised, student records are not securely stored, students are not receiving receipts for payments, students are paying for hours they are not attending, and students are not provided with kits at the beginning of the program. The school was inspected on 4-23-26 and no issues were found that warranted the issuance of a Notice of Violation.

Recommendation: **Closure.**

Decision: **Approved.**

74. COS-2026024991

First License Obtained: **08/15/2025**

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

Complaint history: **None**

This 4-14-26 student complaint alleges an unsanitary condition regarding a washer and dryer on the premises. The school was recently inspected on 4-23-26 and no unsanitary issues were found.

Recommendation: **Closure.**

Decision: **Approved.**

75. COS- 2026025751

First License Obtained: **02/22/2023**

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

Complaint history: **None**

This 4-15-26 consumer complaint alleges negligence and unprofessional conduct. Respondent states consumer sustained a tiny cut during a manicure and was provided a band aid; the allegation of unprofessional conduct was not addressed. General negligence actions are outside the scope of the board's authority.

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

Decision: **Approved.**

76. COS- 2026025761

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 4-16-26 consumer complaint alleges the same allegation in Item #67 above.

Recommendation: Closure.

Decision: Approved.

77. COS- 2026025811

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 4-16-26 anonymous consumer complaint alleges unlicensed individual activity (with social media in support) but does not list a definitive address for an inspection; further, the electronic mail address was not a good electronic mail address.

Recommendation: Closure.

Decision: Approved.

78. COS- 2026025841

First License Obtained: 12/16/2009

License Expiration: 09/01/2025

Complaint history: 2018004191, closure and sent out for inspection;
2019048401, closure with request for inspection;
2020072951, closure; 202106111, closure; 2023029531,
closed with Letter of Instruction; 2023042411, closure and
re-inspect student file to assess whether student is
meeting the requirements of an active student at the
school in order to rule out misuse of federal funds. Refer
complainant to local law enforcement regarding student
drug use; 2025002701, closure

This 4-16-26 anonymous student complaint alleges there is no full-time aesthetic instructor for the full-time aesthetics course at the school and therefore hampering the aesthetic students' education. Respondent states they do have a full-time cosmetology instructor who is cross-trained in aesthetics.

Recommendation: Closure.

Decision: Approved.

79. COS-2026026091

First License Obtained: 08/15/2025

License Expiration: 09/01/2026

Complaint history: None

This 4-17-26 student complaint states instructors are teaching outside their specialties and are not refunding money back to students. This school was recently inspected on April 23, 2026 and no issues were found with instructors. Refunds are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

80. COS- 2026026331

First License Obtained: 10/06/2023

License Expiration: 10/31/2027

Complaint history: 2023056141, closure; 2024022461, closure; 2024048071, closure

This 4-17-26 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- 2026026621

First License Obtained: 10/15/2024

License Expiration: 09/30/2024

Complaint history: 202601293, closed by Consent Order and payment of \$1,000 civil penalty

This 4-17-26 anonymous complaint alleges unlicensed individual activity. No inspection report yet. The shop was recently inspected on 2-28-26 and a Notice of Violation was issued for unlicensed individual activity.

Recommendation: Closure.

Decision: Approved.

82. COS- 2026026701

First License Obtained: 02/08/2018

License Expiration: 02/29/2028

Complaint history: 2025068711, closed by Consent Order and payment of \$1,000 civil penalty

This 4-17-26 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.

83. COS- 2026026541

First License Obtained: 10/21/2021

License Expiration: 10/31/2027

Complaint history: 2024022491, closed by Consent Order and payment of \$100.00 civil penalty

This 4-17-26 anonymous complaint alleges unlicensed individual activity. 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.

84. COS- 2026026561

First License Obtained: 08/22/2025

License Expiration: 08/31/2027

Complaint history: None

This 4-17-26 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.

85. COS- 2026026581

First License Obtained: 07/25/2023

License Expiration: 09/30/2027

Complaint history: None

This 4-17-26 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.

86. COS- 2026026601

First License Obtained: 09/12/2025

License Expiration: 09/30/2027

Complaint history: None

This 4-17-26 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.

87. COS- 2026026661

First License Obtained: 02/11/2026

License Expiration: 02/29/2028

Complaint history: None

This 4-17-26 anonymous complaint alleges unlicensed individual activity. An inspection was ordered on 5-4-26 and the inspection has not been received back yet. A search of CORE does not show a recent, prior inspection performed in the last 3 months.

Recommendation: Close the file and inspect for unlicensed individual activity.

Decision: Approved.

88. COS- 2026026721

First License Obtained: 12/13/2023

License Expiration: 10/31/2027

Complaint history: 202505469, closed by Agreed Citation and payment of \$1,000 civil penalty; 202500940, closure

This 4-17-26 anonymous complaint alleges unlicensed individual activity. Inspection revealed two (2) unlicensed individuals performing services on customers in the shop. A Notice of Violation was issued. This is the Respondent's second offense for unlicensed individuals in the shop.

Recommendation: Authorize formal hearing for revocation. Authorize settlement by consent order for the voluntary revocation of shop license.

Decision: Approved.

89. COS- 2026026741

First License Obtained: 09/12/2023

License Expiration: 08/31/2027

Complaint history: 2024010521, closure; 2024022551, closure; 2025008451, closure

This 4-17-26 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.

90. COS- 2026027131

First License Obtained: 04/08/2026

License Expiration: 04/30/2028

Complaint history: None

This 4-20-26 anonymous complaint alleges unlicensed individual activity. Respondent states they have dismissed any employee of the salon that could not produce proper licensure.

Recommendation: Close the file and re-inspect for proper individual licensure of all employees.

Decision: Approved.

91. COS- 2026026791

First License Obtained: 05/14/2024

License Expiration: 04/30/2028

Complaint history: None

This 4-21-26 consumer complaint alleges a negligent service and unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued. General negligence actions are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

92. COS- 2026027241

First License Obtained: 08/26/2016

License Expiration: 08/31/2026

Complaint history: None

This 4-23-26 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-2026027511

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 4-23-26 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.

94. COS- 2026029001

First License Obtained: 05/18/2018

License Expiration: 04/30/2026

Complaint history: None

This 4-23-26 consumer complaint alleges expired license activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

95. COS- 2026027531

First License Obtained: 08/15/2025

License Expiration: 09/01/2026

Complaint history: None

This 4-24-26 anonymous student complaint alleges inadequate teacher attendance and student files/information being left out in the open. This school was previously inspected in April, 2026 and no issues were found that warranted a Notice of Violation.

Recommendation: Closure.

Decision: Approved.

96. COS-2026028731

First License Obtained: 11/04/2025

License Expiration: 11/30/2027

Complaint history: None

This 4-24-26 inspection revealed four (4) unlicensed individuals working on customers in the shop and no owner or manager present. A Notice of Violation was issued.

Recommendation: Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$4,000.00.

Decision: Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$4,500.00.

97. 2026028751

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 4-24-26 inspection revealed an expired shop license (expiration 10-31-24). A Notice of Violation was issued. The shop was previously inspected on 3-2-26 (Item #13) and a Notice of Violation was previously issued for the second offense violation regarding the expired shop license.

Recommendation: **Closure.**

Decision: **Approved.**

98. COS- 2026026861

First License Obtained: **N/A**

License Expiration: **N/A**

Complaint history: **None**

This 4-24-26 anonymous complaint alleges expired license activity. Inspection revealed an assisted living facility that does shampooing/blowing/basic styling services for its residents. A Notice of Violation was not issued.

Recommendation: **Closure.**

Decision: **Approved.**

99. COS-2026028471

First License Obtained: **N/A**

License Expiration: **N/A**

Complaint history: **None**

This 4-28-26 anonymous consumer complaint alleges unlicensed activity but does not provide a complete address for an inspection.

Recommendation: **Closure.**

Decision: **Approved.**

100. COS-2026029201

First License Obtained: **03/20/2015**

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

Complaint history: **None**

This 4-28-26 inspection revealed two (2) unlicensed individuals performing services on clients in the shop and no owner or manager 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 \$2,500.00.**

Decision: **Approved.**

101. COS-2026029341

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

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

Complaint history: **2025003621, close and inspect; 2026010891, closure**

This 4-30-26 anonymous complaint alleges unlicensed individual activity. The shop was inspected in March, 2026 and no issues were found.

Recommendation: **Closure.**

Decision: **Approved.**

102. COS-2026029391

First License Obtained: **09/28/2018**

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

Complaint history: **2021067681, closed by Consent Order and payment of \$600.00 civil penalty**

This 4-30-26 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.**

103. COS- 2026029401

First License Obtained: **09/19/2013**

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

Complaint history: **2014014301, closed by Consent Order and payment of \$2,250.00 civil penalty; 2015018821, closed by Consent Order and payment of \$1,000.00 civil penalty; 2017001301, closed by Consent Order and payment of \$1,000.00 civil penalty;**

This 4-30-26 consumer complaint alleges unlicensed license activity and a negligent service. Inspection revealed the individual named in the complaint was no longer working at the salon. A Notice of Violation was not issued.

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

Decision: **Approved.**

104. COS- 2026029351

First License Obtained: **10/09/2018**

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

Complaint history: **None**

This 4-30-26 anonymous complaint alleges unlicensed individual activity. The shop was previously inspected on 3-28-26 and no unlicensed activity was found.

Recommendation: Closure.

Decision: Approved.

BARBER CASES

105. BAR- 2026013471

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 2-28-26 consumer complaint alleges unlicensed individual activity from an unlicensed shop. Inspector went to the location several times and no one would let her in even though there was a barber pole outside and the inspector could hear voices inside. The front door was shaded but the inspector could see the lights on at the top of the door. When a customer came, the shop would not open the door for the customer since the inspector was also waiting outside. An inspection could not be performed.

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

Decision: Letter of warning (individual/shop licensure) and inspect.

106. BAR- 2026016991

First License Obtained: 05/01/2023

License Expiration: 04/30/2025

Complaint history: None

This 3-11-26 inspection revealed an expired shop license (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.

107. BAR- 2026017701

First License Obtained: 02/08/2018

License Expiration: 02/29/2028

Complaint history: None

This 3-15-26 consumer complaint alleges sexual activity going on at the shop and unsanitary conditions. Inspection revealed text messages from an ex-girlfriend regarding the complaint and no evidence of any sanitation issues. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

108. BAR- 2026020351

First License Obtained: 12/12/2025
License Expiration: 12/31/2027
Complaint history: 2026004201, closure

This 3-25-26 consumer complaint alleges unlicensed individual and shop activity. This shop was recently inspected on January 8, 2026 and no unlicensed activity issues were found.

Recommendation: Closure.

Decision: Approved.

109. BAR- 2026022921

First License Obtained: N/A
License Expiration: N/A
Complaint history: 2025070281, closure

This 4-25-26 consumer complaint alleges unlicensed individual activity. This shop and its owner were recently inspected on January 6, 2026 and a Notice of Violation was issued.

Recommendation: Closure.

Decision: Approved.

110. BAR- 2026028021

First License Obtained: N/A
License Expiration: N/A
Complaint history: 2025070281, closure

This 4-25-26 consumer complaint is a duplicate complaint of Item #109 above.

Recommendation: Closure.

Decision: Approved.

111. BAR- 2026028491

First License Obtained: 11/15/2024
License Expiration: 11/30/2026
Complaint history: None

This 4-28-26 former designated manager complaint states he is no longer associated with the shop and does not want any more designated manager liability.

Recommendation: Closure.

Decision: Approved.

RE-PRESENTS

112. COS-2025067691

First License Obtained: 03/26/2014
License Expiration: 09/01/2026
Complaint history: 2014005651, closed with Letter of Caution; 2018008001, closure; 2023063441; 2023063501, closure and refer the complainant to local law enforcement; 2023065101, closure; 2024018131, closed with Letter of Warning; 2024015981, closure; 2024046311, closure; 2024046811, closure

This matter was previously presented to the Board at its February 2, 2026 meeting as follows:

This 11-16-25 anonymous student complaint states the night students are being locked into the school during night classes and there is a night instructor that is not properly licensed. The Respondent did not provide a response to the complaint. This is the Respondent's second offense for not providing a response to the complaint allegations.

Recommendation: Inspect for proper licensure of night instructor named in the complaint. Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$500.00.

Decision: Approved.

Update: Counsel spoke with a representative of the school and their attorney. The point person listed for the school was no longer employed with the school and they never knew about the previous letter of warning or the previous complaint until they received the consent order or they would have responded to both complaints in a timely manner as they have done in the past.

Recommendation: Closure.

Decision: Approved.

113. BAR-2026005541

First License Obtained: 05/26/2022
License Expiration: 03/31/2028
Complaint history: None

This matter was previously presented to the Board at its April 6, 2026 meeting as follows:

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.

Update: This could result in litigation by Respondent's attorney regarding the issues of standing (wife of complainant submitted the complaint) and wrong party brought against (the shop instead of the individual co-owner who committed the alleged assault).

Recommendation: Closure.

Decision: Approved.

114. COS-2025061481

First License Obtained: 12/19/2024

License Expiration: 12/31/2026

Complaint history: None

This matter was previously presented to the Board at its February 2, 2026 meeting as follows:
This 10-16-25 administrative complaint alleges Respondent moved shop locations in July 2025 and did not submit a change of location/been inspected in violation of TCA 62-4-118 (f). Respondent did not provide a response to the allegation.

Recommendation: Letter of warning (unprofessional conduct – not providing a response) to new shop location. Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

Decision: Approved.

Update: Litigation counsel/executive director spoke with Respondent regarding the alleged confusion – Respondent was scheduled for a new shop inspection at the new location at the time of the administrative complaint.

Recommendation: Closure.

Decision: Approved.

115. COS-2025070651

First License Obtained: 09/08/2017

License Expiration: 08/31/2027

Complaint history: None

This matter was previously presented to the Board at its February 2, 2026 meeting as follows:
This 11-25-25 inspection revealed an expired individual license (expiration 8-31-25) and an expired shop license (expiration 8-31-25). 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 \$200.00.

Decision: Approved.

Update: Respondent renewed the shop license.

Recommendation: Letter of warning (expired shop license).

Decision: Approved.

116. COS-2025070711

First License Obtained: 08/09/2011

License Expiration: 08/31/2027

Complaint history: None

Please see facts for Item #53 above. This Respondent is the owner/manager with an 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.

Update: Respondent renewed the individual license.

Recommendation: Letter of warning (expired individual license).

Decision: Approved.

117. 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 matter was previously presented to the Board at its April 6, 2026 meeting as follows: 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.

Update: This re-inspection occurred after a 12-5-25 inspection where a Notice of Violation was issued for a second offense violation and a current Consent Order is pending. This would be a third offense violation for these sanitation violations regarding the dirty tools and hair clippings.

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

Decision: Approved.



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
OFFICE OF LEGAL COUNSEL
500 JAMES ROBERTSON PARKWAY, 12th FLOOR
NASHVILLE, TENNESSEE 37243
TELEPHONE (615) 741-3072 FACSIMILE (615) 532-4750**

TO: Tennessee State Board of Cosmetology and Barber Examiners

FROM: Michael L. Underhill, Associate General Counsel

DATE: June 1, 2026

SUBJECT: Legal Report

COSMETOLOGY CASES

1. COS- 2026007391

First License Obtained: N/A
License Expiration: N/A
Complaint history: None

This 1-31-26 consumer complaint alleges unprofessional conduct regarding a refund for dissatisfaction from a provided service. The Respondent did not provide a response to the allegation. As you can see, the Respondent is unlicensed.

Recommendation: Letter of warning (individual license).

Decision: Approved.

2. COS- 2026007631

First License Obtained: 07/25/1990
License Expiration: 04/30/2028
Complaint history: None

This 2-2-26 anonymous consumer complaint alleges a negligent service. Respondent provided a response to the negligence allegation. General negligence actions are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

3. COS- 2026011081

First License Obtained: 08/14/2023

License Expiration: 03/31/2027

Complaint history: None

This 2-13-26 annual inspection revealed an individual performing a service on a customer in the shop with an expired individual license (expiration 8-31-25). A Notice of Violation was issued. The Respondent has since renewed their license through 3-31-27.

Recommendation: Letter of warning (expired individual license).

Decision: Approved.

4. COS- 2026010571

First License Obtained: 11/02/2016

License Expiration: 07/31/2026

Complaint history: 201702366-closed with Letter of Warning

This 2-16-26 consumer complaint alleges unlicensed individual activity. Inspection revealed no evidence to substantiate the allegation. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

5. COS- 2026010881

First License Obtained: 10/09/2018

License Expiration: 06/30/2026

Complaint history: None

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

Recommendation: Closure.

Decision: Approved.

6. COS- 2026011471

First License Obtained: 12/07/2020

License Expiration: 12/31/2026

Complaint history: 2025007241, closure

This 2-19-26 consumer complaint alleges a future esthetics service event at a local drugstore not having a cosmetology shop license. Respondent provided a response but did not address the esthetics event to be conducted in the future.

Recommendation: Letter of warning (shop license/mobile license).

Decision: **Approved.**

7. COS- 2026012491

First License Obtained: **12/21/2011**

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

Complaint history: **2017018051, closed with no action; 2018037111, closure;
2019006201, closure with request for inspection**

This 2-19-26 annual inspection revealed the shop open and operating with an expired shop license (expiration 12-31-25). A Notice of Violation was issued. The shop license has since been renewed through 12-31-27.

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

Decision: **Approved.**

8. COS-2026012851

First License Obtained: **04/28/2010**

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

Complaint history: **None**

Please see facts for Item #7 above. This Respondent is the designated manager cited for failure of responsibilities.

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

Decision: **Approved.**

9. COS-2026012001

First License Obtained: **12/07/2020**

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

Complaint history: **2025007241, closure**

This 2-22-26 consumer complaint appears to be a duplicate of Item #6 above.

Recommendation: **Closure.**

Decision: **Approved.**

10. COS-2026012201

First License Obtained: **07/08/2022**

License Expiration: **07/31/2024**

Complaint history: **None**

This 2-23-26 consumer complaint alleges a negligent service with social media/ screenshots/pictures in support. The Respondent did not provide a response. General negligence actions are outside the scope of the board's authority. As you can see, the hair braider registration is expired.

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

Decision: Letter of warning (expired hair braider registration) and inspect.

11. COS-2026012111

First License Obtained: 02/06/2020

License Expiration: 02/28/2022

Complaint history: 2025009611, assessed \$2,000.00 civil penalty and \$1,864.64 hearing costs via Initial Order

This 2-26-26 consumer complaint alleges Respondent kept two deposits regarding a service. Respondent does not do refunds, but did provide a partial refund to the complainant. Inspection revealed an expired hair braider certificate (expiration 2-28-22). A Notice of Violation was issued.

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

Decision: Approved.

12. COS-2026013751

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 2-27-26 anonymous complaint alleges unlicensed individual activity with alleged social media in support. Inspection revealed a cosmetology student was provided bad information regarding tips at mother's salon and the services have ceased upon learning the proper procedure.

Recommendation: Letter of warning (student cannot accept tips).

Decision: Approved.

13. COS- 2026014381

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 3-2-26 anonymous complaint alleges unlicensed individual activity. Inspection revealed an unlicensed individual, an expired shop license (expiration 10-31-24), and no inspection sheet displayed. A Notice of Violation was issued. A Letter of Warning was issued for the inspection sheet not being displayed. This is the Respondent's second offense in that last five (5) years for an expired shop license.

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

Decision: Approved.

14. COS- 2026016841

First License Obtained: 11/14/2025

License Expiration: 11/30/2027

Complaint history: None

Please see facts for Item #13 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 \$1,500.00.

Decision: Approved.

15. COS- 2026016881

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

Please see facts for Item #13 above. This Respondent is the unlicensed individual.

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

Decision: Approved.

16. COS-2026015021

First License Obtained: 03/21/1994

License Expiration: 09/01/2026

Complaint History: 6964, dismissed, 9015, dismissed; 2006002571, closed with no action; 2006041431, closed with no action; 2009011581, 2009021901, 2010001381, 201000241, closed with no action; 2013018401 closed by Consent Order and payment of \$250.00 civil penalty; 2022021761, closure; 2024054741, closure

This 3-5-26 anonymous complaint alleges the school forced an 18 year old student to service a customer who was actively peeing themselves; if the student did not perform the service, they were

to be sent home and lose hours. Respondent school states the allegation as stated is untrue; the school acknowledged that the client smelled bad, but the school also teaches sensitivity and ethical practice which sometimes means working on clients who smell bad. If there was active proof of urination during the service, it would be a sanitation issue and the service would have been stopped.

Recommendation: **Closure.**

Decision: **Approved.**

17. COS- 2026015591

First License Obtained: **01/24/2025**

License Expiration: **01/31/2027**

Complaint history: **None**

This 3-6-26 anonymous complaint alleges unlicensed barber activity in a cosmetology salon. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: **Closure.**

Decision: **Approved.**

18. COS- 2026015501

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

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

Complaint history: **2025076651, closure; 2026010471, closure**

This 3-6-26 employer of school graduate alleges graduate/employee is not versed in certain handling of chemicals (sanitation), unprofessional conduct regarding an instructor (with specificity), and admittedly unsubstantiated financial irregularities regarding financial aid. Respondent school provided a statement from the former graduate that dispels the allegations from the complainant.

Recommendation: **Closure.**

Decision: **Approved.**

19. COS- 2026015751

First License Obtained: **N/A**

License Expiration: **N/A**

Complaint history: **None**

This 3-8-26 consumer complaint alleges unlicensed individual activity with alleged social media in support; also, dissatisfaction with a potential negligent service and requesting a refund. Respondent states complainant may have been previously affected by a prior service from a prior stylist; nonetheless, a partial refund was provided to the complainant. The Respondent did not

respond to the allegation of being unlicensed. General negligence actions are outside the scope of the board's authority.

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

Decision: Approved.

20. COS- 2026015761

First License Obtained: 12/12/2024

License Expiration: 04/30/2027

Complaint history: None

This 3-8-26 anonymous complaint alleges unsanitary conditions. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

21. COS- 2026016801

First License Obtained: 02/12/2018

License Expiration: 02/29/2028

Complaint history: 202406093, closed by Agreed Citation and payment of \$700.00 civil penalty

This 3-9-26 annual inspection revealed an expired shop license. A Notice of Violation was issued. The shop license has since been renewed through 2-29-28. This is the Respondent's second offense for an expired shop license.

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

Decision: Approved.

22. COS- 2026016861

First License Obtained: 01/22/2013

License Expiration: 01/31/2027

Complaint history: None

Please see facts for Item #21 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.

23. COS- 2026016221

First License Obtained: 10/15/2009

License Expiration: 10/31/2027

Complaint history: None

This 3-10-26 competitor complaint alleges unsanitary conditions during a service. Respondent denies the allegations with pictures of clean products.

Recommendation: **Close the complaint and inspect for unsanitary conditions named in the complaint.**

Decision: **Approved.**

24. COS-2026017391

First License Obtained: **04/23/2009**

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

Complaint history: **None**

This 3-10-26 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.**

25. COS- 2026017411

First License Obtained: **09/20/1989**

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

Complaint history: **2025041821, closure**

Please see facts for Item #24 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.**

26. COS- 2026017471

First License Obtained: **N/A**

License Expiration: **N/A**

Complaint history: **None**

Please see facts for Item #24 above. This Respondent is the unlicensed individual.

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

Decision: **Approved.**

27. COS- 2026016761

First License Obtained: **12/02/2021**

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

Complaint history: **2022027821, closure; 2023025551, closure; 2023041661, Closure; 2024011341, closure; 2024030351, closure;**

2025013461, closure; 2025037711, closure; 2025064481, closure; 2025068451, closed with Letter of warning

This 3-12-26 student complaint alleges unprofessional conduct on behalf of a student, in which the school allegedly did not take serious, and the use of expired product by the school with a picture in support. The school states they resolved the matter internally but did not address the use of expired products in the school.

Recommendation: Close the complaint and inspect for expired product in use at the school.

Decision: Approved.

28. COS-2026016771

First License Obtained: 07/15/2013

License Expiration: 07/31/2027

Complaint history: None

This 3-12-26 consumer complaint alleges Respondent took money for a service that was not performed and did not provide a refund. Respondent states they have a seven day rule where a service can be rescheduled and performed within the seven day period. Complainant states they were never made aware of the policy, which was acknowledged by the Respondent. Respondent went past the seven day period policy to try to accommodate the Respondent's schedule, but ultimately it became a non-refundable fee that would not be refunded. General Sessions matters are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

29. COS- 2026017631

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

2025074851

Recommendation: **Closure.**

30. COS- 2026017871

First License Obtained: N/A

License Expiration: N/A

Complaint history: **None**

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

31. COS- 2026017921

First License Obtained: N/A

License Expiration: N/A

Complaint history: **None**

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

32. COS- 2026018921

First License Obtained: 05/18/2011

License Expiration: 05/31/2025

Complaint history: 2023053411, closed by Consent Order and \$100.00 civil penalty and \$200.00 filing cost

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Violation was issued. The shop license remains expired. This is the Respondent's second offense for an expired shop license.

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

Decision: Approved.

33. COS- 2026018941

First License Obtained: 01/04/2007

License Expiration: 01/31/2027

Complaint history: 2023053461, closure

Please see facts for Item #32 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.

34. COS- 2026018401

First License Obtained: 09/09/2013

License Expiration: 09/30/2027

Complaint history: None

This 3-18-26 consumer complaint alleges unlicensed individual activity with alleged social media/pricing list/appointment schedule in support. Inspection revealed Respondent had recently moved from the location listed in the complaint, thus an inspection could not be performed.

Recommendation: Closure (respondent moved from location).

Decision: Approved.

35. COS-2026018671

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-18-26 administrative complaint alleges Respondent (who is unlicensed) provided false information in procuring a duplicate cosmetology license of another person. Respondent did not provide a response.

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

Decision: Approved.

36. COS- 2026018421

First License Obtained: 04/11/2022
License Expiration: 03/31/2027
Complaint history: None

This 3-18-26 consumer complaint alleges a service was provided where the provider had an open cold sore, touched product to the cold sore, and did not utilize gloves or a mask during the service. Respondent states they utilize all safety protocols during their services.

Recommendation: Closure.

Decision: Approved.

37. COS- 2026019551

First License Obtained: 10/16/2019
License Expiration: 02/28/2026
Complaint history: 2020047501, closure

This 3-20-26 consumer complaint alleges negligence that resulted in an infection from an unsanitary condition (unclean tool). Respondent states they clean their tools and were not made aware of a health condition in advance of the service. General negligence actions are outside the scope of the board's authority.

Recommendation: Close the complaint and inspect for unclean tools.

Decision: Approved.

38. COS-2026017141

First License Obtained: N/A
License Expiration: N/A
Complaint history: None

This 3-20-26 inspection revealed an unlicensed hair braider. 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.

39. COS- 2026019211

First License Obtained: N/A
License Expiration: N/A
Complaint history: None

This 3-20-26 consumer complaint alleges a negligent service and unlicensed individual activity from an unlicensed apartment home shop. The Respondent did not provide a response. General negligence actions are outside the scope of the board's authority.

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

Decision: Approved.

40. COS-2026019651

First License Obtained: 03/31/2025

License Expiration: 09/30/2027

Complaint history: 202505871, closed by Agreed Citation and payment of \$3,100 civil penalty; 202505642, closed by Agreed Citation and payment of \$1,000 civil penalty;

This 3-20-26 consumer complaint alleges a negligent service and unlicensed individual activity. Inspection revealed an unlicensed individual performing a service on a customer in the shop. A Notice of Violation was issued. This is the Respondent's third offense for unlicensed individual activity, the first two (2) being resolved by agreed citation as noted above.

Recommendation: Authorize formal hearing for revocation. Authorize settlement by consent order for the voluntary revocation of shop license.

Decision: Approved.

41. COS- 2026019451

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-20-26 consumer complaint alleges a negligent service and unlicensed individual and shop activity. The Respondent did not provide a response. General negligence actions are outside the scope of the board's authority. As you can see, the Respondent is unlicensed.

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

Decision: Approved.

42. COS- 2026019821

First License Obtained: 11/04/2005

License Expiration: 11/30/2027

Complaint history: None

This 3-23-26 competitor complaint alleges expired individual license activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

43. COS- 2026020651

First License Obtained: 10/16/2024

License Expiration: 09/30/2026

Complaint history: None

This 3-23-26 competitor complaint alleges expired individual license activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

44. COS- 2026019791

First License Obtained: 11/15/2021

License Expiration: 09/30/2027

Complaint history: 2025003621, close and inspect; 2026010891, closure

This 3-23-26 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.

45. COS-2026019761

First License Obtained: 05/04/2022

License Expiration: 04/30/2028

Complaint history: None

This 3-23-26 anonymous complaint alleges unlicensed individual activity. The shop was previously inspected on 3-19-26 and no issues were found.

Recommendation: Closure.

Decision: Approved.

46. COS- 2026019961

First License Obtained: N/A

License Expiration: N/A

Complaint history: 2025070481, close with Letter of Warning

This 3-24-26 anonymous complaint alleges an unsanitary condition and unprofessional conduct (inebriation). Inspector went to shop location on three occasions and the shop was closed; inspector spoke to shop owner who stated the shop would not be open until a shop license was obtained.

Recommendation: Closure (no evidence).

Decision: Approved.

47. COS- 2026020291

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 3-25-26 anonymous complaint alleges unlicensed individual activity, with social media/screenshots in support, but does not provide an address for an inspection.

Recommendation: Closure.

Decision: **Approved.**

48. COS- 2026020261

First License Obtained: **06/04/1991**

License Expiration: **06/30/2028**

Complaint history: **2018007811, closed with Letter of Warning**

This 3-25-26 consumer complaint alleges a negligent service. Respondent states they had the complainant sign a liability waiver prior to the service. General negligence actions are outside the scope of the board's authority.

Recommendation: **Closure.**

Decision: **Approved.**

49. COS- 2026020421

First License Obtained: **12/02/2021**

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

Complaint history: **2022027821, closure; 2023025551, closure; 2023041661, Closure; 2024011341, closure; 2024030351, closure; 2025013461, closure; 2025037711, closure; 2025064481, closure; 2025068451, closed with Letter of warning**

This 3-25-26 former student complaint alleges Respondent school has not released her transcript (for continued employment) since requesting same the previous September. Respondent states the matter has been rectified.

Recommendation: **Closure.**

Decision: **Approved.**

50. COS-2026020541

First License Obtained: **N/A**

License Expiration: **N/A**

Complaint history: **None**

This 3-26-26 consumer complaint alleges unlicensed individual activity from an unlicensed home but does not list an address for an inspection.

Recommendation: **Closure.**

Decision: **Approved.**

51. COS- 2026021021

First License Obtained: **12/01/2017**

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

Complaint history: **None**

This 3-26-26 consumer complaint alleges release of information/invasion of privacy regarding a service to a third-party. Respondent denies providing information to a third-party regarding the complainant. Civil litigation matters are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

52. COS- 2026021071

First License Obtained: 12/01/2017

License Expiration: 09/01/2026

Complaint history: 2020049011, closure; 2022051101, closure;

This 3-27-26 anonymous complaint alleges sanitation issues, an inconsistent education, inconsistencies in tuition agreements (charging more tuition than what the agreement states). Respondent denies the sanitation allegation of using single-use tools/products more than once, the instructors teach from the Milady curriculum to avoid inconsistency, and the school has been audited on their student files/agreements and found to be consistent and accurate.

Recommendation: Closure.

Decision: Approved.

53. COS- 2026021841

First License Obtained: 04/21/2023

License Expiration: 04/30/2027

Complaint history: 202505647, closed by Agreed Citation and payment of \$1,500 civil penalty

This 3-27-26 inspection revealed an unlicensed individual practicing 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 regarding an unlicensed individual working in the shop.

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

Decision: Approved.

54. COS- 2026021231

First License Obtained: 03/28/2024

License Expiration: 01/31/2028

Complaint history: None

This 3-28-26 anonymous complaint alleges bad water pressure/no hot water at the shop. Respondent states upon receipt of the complaint, they conducted an investigation and parts are being ordered to rectify the affected areas.

Recommendation: Closure.

Decision: **Approved.**

55. COS-2026023201

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

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

Complaint history: **2025048251, closure**

This 4-1-26 inspection revealed three (3) unknown individuals practicing on customers in the shop and an inspection sheet not being displayed. A Notice of Violation was issued.

Recommendation: **Letter of warning (inspection sheet not being displayed).**

Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$3,000.00.

Decision: **Approved.**

56. COS- 2026022421

First License Obtained: **1/17/2024**

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

Complaint history: **202505955, closed by Agreed Citation and payment of \$1,000 civil penalty, 2025030691, closure; 2025029591, closure**

This 4-2-26 anonymous complaint alleges unsanitary conditions and unlicensed individual activity. Inspection revealed no evidence of unlicensed individual activity but did show IDs not being worn/dirty tools/uncovered trash cans. A Notice of Violation was not issued.

Recommendation: **Letter of warning (ID tags/dirty tools/uncovered trash cans).**

Decision: **Approved.**

57. COS- 2026023721

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

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

Complaint history: **2026008771, closure; 2026008941, closure; 2026009061, closure**

This 4-7-26 student complaint alleges Respondent school owner will not refund tuition back (school has closed) to the student until 30-45 days has elapsed. General sessions matters are outside the scope of the board's authority.

Recommendation: **Closure.**

Decision: **Approved.**

58. COS-2026023331

First License Obtained: **08/15/2025**

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

Complaint history: **None**

This 4-7-26 anonymous student complaint alleges a lack of licensed instructors, an unsanitary condition, and lack of receipts for tuition payments. Inspection revealed a score of 100 and an appropriate student/teacher ratio of licensed instructors. The lack of receipts was not addressed in the report, but was addressed as part of the investigation performed in Item #61 above.

Recommendation: Closure.

Decision: Approved.

59. COS- 2026023381

First License Obtained: 12/21/1992

License Expiration: 02/28/2027

Complaint history: None

This 4-8-26 consumer complaint alleges Respondent is practicing botox outside of their cosmetology license. Inspection revealed outside services being provided in the shop. A Notice of Violation was issued.

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

Decision: Approved.

60. COS- 2026023571

First License Obtained: 10/24/2023

License Expiration: 10/31/2025

Complaint history: None

This 4-8-26 consumer complaint alleges a negligent service. The Respondent did not provide a response to the allegation. General negligence actions are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

61. COS-2026023651

First License Obtained: 04/01/2011

License Expiration: 10/31/2026

Complaint history: None

This 4-9-26 Department of Health referral alleges unlicensed activity. Inspection revealed a licensed cosmetologist in an unlicensed shop. There were no customers present. A Notice of Violation was not issued.

Recommendation: Letter of warning (shop license).

Decision: Approved.

62. COS-2026023621**First License Obtained:** N/A**License Expiration:** N/A**Complaint history:** None

This 4-9-26 anonymous consumer complaint alleges a negligent service, unprofessional conduct (rudeness), and unlicensed individual activity/unlicensed shop activity. The Respondent did not provide a response to the allegations. General negligence actions are outside the scope of the board's authority. As you can see, the Respondent is unlicensed.

Recommendation: Letter of warning (individual license/shop license).**Decision:** Approved.**63. COS-2026024141****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 4-10-26 consumer complaint alleges an unsanitary condition and unlicensed individual activity. The shop was previously inspected on 12-5-25 and a Consent Order is presently pending on that second offense violation. The shop was also re-inspected on 2-18-26 and found again to have unclean tools but this inspection occurred within 3 months of the date of this 4-10-26 complaint.

Recommendation: Closure.**Decision:** Approved.**64. COS-2026025011****First License Obtained:** 10/09/1997**License Expiration:** 12/31/2027**Complaint history:** None

This 4-10-26 inspection revealed outside services being offered. A Notice of Violation was issued. 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 \$500.00.**Decision:** Approved.**65. COS-2026025091****First License Obtained:** 06/04/2021**License Expiration:** 05/31/2027**Complaint history:** None

This 4-10-26 inspection revealed an expired shop license (expiration 5-31-25). A Notice of Violation was issued. The shop license has since been renewed through 5-31-27.

Recommendation: Letter of warning (expired shop license).

Decision: Approved.

66. COS-2026025151

First License Obtained: 06/12/2024

License Expiration: 06/30/2026

Complaint history: 2025027751, closure

This 4-11-26 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.

67. COS- 2026025171

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 4-11-26 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.

68. COS- 2026025201

First License Obtained: 11/04/2025

License Expiration: 11/30/2027

Complaint history: None

This 4-11-26 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.

69. COS- 2026025351

First License Obtained: 11/04/2025

License Expiration: 11/30/2027

Complaint history: None

This 4-11-26 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.

70. COS-2026024391

First License Obtained: 01/11/2022

License Expiration: 01/31/2028

Complaint history: None

This 4-11-26 consumer complaint alleges an unlicensed home shop. Respondent states the board has inspected her home shop and it meets departmental standards; Respondent has an individual cosmetology license and provided a recent inspection report (100) from February/2026 regarding the shop.

Recommendation: Closure.

Decision: Approved.

71. COS-2026024431

First License Obtained: 11/15/2023

License Expiration: 11/30/2027

Complaint history: None

This 4-13-26 consumer complaint alleges a negligent service. Respondent states they are not negligent and complied with industry standards. General negligence actions are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

72. COS- 2026024721

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 4-14-26 consumer complaint alleges a pricing complaint and unprofessional conduct. Inspection revealed an unregistered hair braider. 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.**

73. COS-2026024971

First License Obtained: **08/15/2025**

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

Complaint history: **None**

This 4-14-26 student complaint alleges no licensed cosmetology instructor present, instructors are not wearing name tags, instructor licenses are not visible, junior instructors are operating unsupervised, student records are not securely stored, students are not receiving receipts for payments, students are paying for hours they are not attending, and students are not provided with kits at the beginning of the program. The school was inspected on 4-23-26 and no issues were found that warranted the issuance of a Notice of Violation.

Recommendation: **Closure.**

Decision: **Approved.**

74. COS-2026024991

First License Obtained: **08/15/2025**

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

Complaint history: **None**

This 4-14-26 student complaint alleges an unsanitary condition regarding a washer and dryer on the premises. The school was recently inspected on 4-23-26 and no unsanitary issues were found.

Recommendation: **Closure.**

Decision: **Approved.**

75. COS- 2026025751

First License Obtained: **02/22/2023**

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

Complaint history: **None**

This 4-15-26 consumer complaint alleges negligence and unprofessional conduct. Respondent states consumer sustained a tiny cut during a manicure and was provided a band aid; the allegation of unprofessional conduct was not addressed. General negligence actions are outside the scope of the board's authority.

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

Decision: **Approved.**

76. COS- 2026025761

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 4-16-26 consumer complaint alleges the same allegation in Item #67 above.

Recommendation: Closure.

Decision: Approved.

77. COS- 2026025811

First License Obtained: N/A
License Expiration: N/A
Complaint history: None

This 4-16-26 anonymous consumer complaint alleges unlicensed individual activity (with social media in support) but does not list a definitive address for an inspection; further, the electronic mail address was not a good electronic mail address.

Recommendation: Closure.

Decision: Approved.

78. COS- 2026025841

First License Obtained: 12/16/2009
License Expiration: 09/01/2025
Complaint history: 2018004191, closure and sent out for inspection;
2019048401, closure with request for inspection;
2020072951, closure; 202106111, closure; 2023029531,
closed with Letter of Instruction; 2023042411, closure and
re-inspect student file to assess whether student is
meeting the requirements of an active student at the
school in order to rule out misuse of federal funds. Refer
complainant to local law enforcement regarding student
drug use; 2025002701, closure

This 4-16-26 anonymous student complaint alleges there is no full-time aesthetic instructor for the full-time aesthetics course at the school and therefore hampering the aesthetic students' education. Respondent states they do have a full-time cosmetology instructor who is cross-trained in aesthetics.

Recommendation: Closure.

Decision: Approved.

79. COS-2026026091

First License Obtained: 08/15/2025

License Expiration: 09/01/2026

Complaint history: None

This 4-17-26 student complaint states instructors are teaching outside their specialties and are not refunding money back to students. This school was recently inspected on April 23, 2026 and no issues were found with instructors. Refunds are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

80. COS- 2026026331

First License Obtained: 10/06/2023

License Expiration: 10/31/2027

Complaint history: 2023056141, closure; 2024022461, closure; 2024048071, closure

This 4-17-26 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- 2026026621

First License Obtained: 10/15/2024

License Expiration: 09/30/2024

Complaint history: 202601293, closed by Consent Order and payment of \$1,000 civil penalty

This 4-17-26 anonymous complaint alleges unlicensed individual activity. No inspection report yet. The shop was recently inspected on 2-28-26 and a Notice of Violation was issued for unlicensed individual activity.

Recommendation: Closure.

Decision: Approved.

82. COS- 2026026701

First License Obtained: 02/08/2018

License Expiration: 02/29/2028

Complaint history: 2025068711, closed by Consent Order and payment of \$1,000 civil penalty

This 4-17-26 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.

83. COS- 2026026541

First License Obtained: 10/21/2021

License Expiration: 10/31/2027

Complaint history: 2024022491, closed by Consent Order and payment of \$100.00 civil penalty

This 4-17-26 anonymous complaint alleges unlicensed individual activity. 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.

84. COS- 2026026561

First License Obtained: 08/22/2025

License Expiration: 08/31/2027

Complaint history: None

This 4-17-26 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.

85. COS- 2026026581

First License Obtained: 07/25/2023

License Expiration: 09/30/2027

Complaint history: None

This 4-17-26 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.

86. COS- 2026026601

First License Obtained: 09/12/2025

License Expiration: 09/30/2027

Complaint history: None

This 4-17-26 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.

87. COS- 2026026661

First License Obtained: 02/11/2026

License Expiration: 02/29/2028

Complaint history: None

This 4-17-26 anonymous complaint alleges unlicensed individual activity. An inspection was ordered on 5-4-26 and the inspection has not been received back yet. A search of CORE does not show a recent, prior inspection performed in the last 3 months.

Recommendation: Close the file and inspect for unlicensed individual activity.

Decision: Approved.

88. COS- 2026026721

First License Obtained: 12/13/2023

License Expiration: 10/31/2027

Complaint history: 202505469, closed by Agreed Citation and payment of \$1,000 civil penalty; 202500940, closure

This 4-17-26 anonymous complaint alleges unlicensed individual activity. Inspection revealed two (2) unlicensed individuals performing services on customers in the shop. A Notice of Violation was issued. This is the Respondent's second offense for unlicensed individuals in the shop.

Recommendation: Authorize formal hearing for revocation. Authorize settlement by consent order for the voluntary revocation of shop license.

Decision: Approved.

89. COS- 2026026741

First License Obtained: 09/12/2023

License Expiration: 08/31/2027

Complaint history: 2024010521, closure; 2024022551, closure; 2025008451, closure

This 4-17-26 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.

90. COS- 2026027131

First License Obtained: 04/08/2026

License Expiration: 04/30/2028

Complaint history: None

This 4-20-26 anonymous complaint alleges unlicensed individual activity. Respondent states they have dismissed any employee of the salon that could not produce proper licensure.

Recommendation: Close the file and re-inspect for proper individual licensure of all employees.

Decision: Approved.

91. COS- 2026026791

First License Obtained: 05/14/2024

License Expiration: 04/30/2028

Complaint history: None

This 4-21-26 consumer complaint alleges a negligent service and unlicensed individual activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued. General negligence actions are outside the scope of the board's authority.

Recommendation: Closure.

Decision: Approved.

92. COS- 2026027241

First License Obtained: 08/26/2016

License Expiration: 08/31/2026

Complaint history: None

This 4-23-26 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-2026027511

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 4-23-26 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.

94. COS- 2026029001

First License Obtained: 05/18/2018
License Expiration: 04/30/2026
Complaint history: None

This 4-23-26 consumer complaint alleges expired license activity. Inspection revealed no evidence to substantiate the complaint. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

95. COS- 2026027531

First License Obtained: 08/15/2025
License Expiration: 09/01/2026
Complaint history: None

This 4-24-26 anonymous student complaint alleges inadequate teacher attendance and student files/information being left out in the open. This school was previously inspected in April, 2026 and no issues were found that warranted a Notice of Violation.

Recommendation: Closure.

Decision: Approved.

96. COS-2026028731

First License Obtained: 11/04/2025
License Expiration: 11/30/2027
Complaint history: None

This 4-24-26 inspection revealed four (4) unlicensed individuals working on customers in the shop and no owner or manager present. A Notice of Violation was issued.

Recommendation: Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$4,000.00.

Decision: Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$4,500.00.

97. 2026028751

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 4-24-26 inspection revealed an expired shop license (expiration 10-31-24). A Notice of Violation was issued. The shop was previously inspected on 3-2-26 (Item #13) and a Notice of Violation was previously issued for the second offense violation regarding the expired shop license.

Recommendation: Closure.

Decision: Approved.

98. COS- 2026026861

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 4-24-26 anonymous complaint alleges expired license activity. Inspection revealed an assisted living facility that does shampooing/blowing/basic styling services for its residents. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

99. COS-2026028471

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 4-28-26 anonymous consumer complaint alleges unlicensed activity but does not provide a complete address for an inspection.

Recommendation: Closure.

Decision: Approved.

100. COS-2026029201

First License Obtained: 03/20/2015

License Expiration: 03/31/2027

Complaint history: None

This 4-28-26 inspection revealed two (2) unlicensed individuals performing services on clients in the shop and no owner or manager 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 \$2,500.00.

Decision: **Approved.**

101. COS-2026029341

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

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

Complaint history: **2025003621, close and inspect; 2026010891, closure**

This 4-30-26 anonymous complaint alleges unlicensed individual activity. The shop was inspected in March, 2026 and no issues were found.

Recommendation: **Closure.**

Decision: **Approved.**

102. COS-2026029391

First License Obtained: **09/28/2018**

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

Complaint history: **2021067681, closed by Consent Order and payment of \$600.00 civil penalty**

This 4-30-26 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.**

103. COS- 2026029401

First License Obtained: **09/19/2013**

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

Complaint history: **2014014301, closed by Consent Order and payment of \$2,250.00 civil penalty; 2015018821, closed by Consent Order and payment of \$1,000.00 civil penalty; 2017001301, closed by Consent Order and payment of \$1,000.00 civil penalty;**

This 4-30-26 consumer complaint alleges unlicensed license activity and a negligent service. Inspection revealed the individual named in the complaint was no longer working at the salon. A Notice of Violation was not issued.

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

Decision: **Approved.**

104. COS- 2026029351

First License Obtained: **10/09/2018**

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

Complaint history: **None**

This 4-30-26 anonymous complaint alleges unlicensed individual activity. The shop was previously inspected on 3-28-26 and no unlicensed activity was found.

Recommendation: Closure.

Decision: Approved.

BARBER CASES

105. BAR- 2026013471

First License Obtained: N/A

License Expiration: N/A

Complaint history: None

This 2-28-26 consumer complaint alleges unlicensed individual activity from an unlicensed shop. Inspector went to the location several times and no one would let her in even though there was a barber pole outside and the inspector could hear voices inside. The front door was shaded but the inspector could see the lights on at the top of the door. When a customer came, the shop would not open the door for the customer since the inspector was also waiting outside. An inspection could not be performed.

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

Decision: Letter of warning (individual/shop licensure) and inspect.

106. BAR- 2026016991

First License Obtained: 05/01/2023

License Expiration: 04/30/2025

Complaint history: None

This 3-11-26 inspection revealed an expired shop license (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.

107. BAR- 2026017701

First License Obtained: 02/08/2018

License Expiration: 02/29/2028

Complaint history: None

This 3-15-26 consumer complaint alleges sexual activity going on at the shop and unsanitary conditions. Inspection revealed text messages from an ex-girlfriend regarding the complaint and no evidence of any sanitation issues. A Notice of Violation was not issued.

Recommendation: Closure.

Decision: Approved.

108. BAR- 2026020351

First License Obtained: 12/12/2025
License Expiration: 12/31/2027
Complaint history: 2026004201, closure

This 3-25-26 consumer complaint alleges unlicensed individual and shop activity. This shop was recently inspected on January 8, 2026 and no unlicensed activity issues were found.

Recommendation: Closure.

Decision: Approved.

109. BAR- 2026022921

First License Obtained: N/A
License Expiration: N/A
Complaint history: 2025070281, closure

This 4-25-26 consumer complaint alleges unlicensed individual activity. This shop and its owner were recently inspected on January 6, 2026 and a Notice of Violation was issued.

Recommendation: Closure.

Decision: Approved.

110. BAR- 2026028021

First License Obtained: N/A
License Expiration: N/A
Complaint history: 2025070281, closure

This 4-25-26 consumer complaint is a duplicate complaint of Item #109 above.

Recommendation: Closure.

Decision: Approved.

111. BAR- 2026028491

First License Obtained: 11/15/2024
License Expiration: 11/30/2026
Complaint history: None

This 4-28-26 former designated manager complaint states he is no longer associated with the shop and does not want any more designated manager liability.

Recommendation: Closure.

Decision: Approved.

RE-PRESENTS

112. COS-2025067691

First License Obtained: 03/26/2014
License Expiration: 09/01/2026
Complaint history: 2014005651, closed with Letter of Caution; 2018008001, closure; 2023063441; 2023063501, closure and refer the complainant to local law enforcement; 2023065101, closure; 2024018131, closed with Letter of Warning; 2024015981, closure; 2024046311, closure; 2024046811, closure

This matter was previously presented to the Board at its February 2, 2026 meeting as follows:

This 11-16-25 anonymous student complaint states the night students are being locked into the school during night classes and there is a night instructor that is not properly licensed. The Respondent did not provide a response to the complaint. This is the Respondent's second offense for not providing a response to the complaint allegations.

Recommendation: Inspect for proper licensure of night instructor named in the complaint. Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$500.00.

Decision: Approved.

Update: Counsel spoke with a representative of the school and their attorney. The point person listed for the school was no longer employed with the school and they never knew about the previous letter of warning or the previous complaint until they received the consent order or they would have responded to both complaints in a timely manner as they have done in the past.

Recommendation: Closure.

Decision: Approved.

113. BAR-2026005541

First License Obtained: 05/26/2022
License Expiration: 03/31/2028
Complaint history: None

This matter was previously presented to the Board at its April 6, 2026 meeting as follows:

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.

Update: This could result in litigation by Respondent's attorney regarding the issues of standing (wife of complainant submitted the complaint) and wrong party brought against (the shop instead of the individual co-owner who committed the alleged assault).

Recommendation: Closure.

Decision: Approved.

114. COS-2025061481

First License Obtained: 12/19/2024

License Expiration: 12/31/2026

Complaint history: None

This matter was previously presented to the Board at its February 2, 2026 meeting as follows:
This 10-16-25 administrative complaint alleges Respondent moved shop locations in July 2025 and did not submit a change of location/been inspected in violation of TCA 62-4-118 (f). Respondent did not provide a response to the allegation.

Recommendation: Letter of warning (unprofessional conduct – not providing a response) to new shop location. Authorize formal hearing. Authorize settlement by consent order for the civil penalty of \$1,000.00.

Decision: Approved.

Update: Litigation counsel/executive director spoke with Respondent regarding the alleged confusion – Respondent was scheduled for a new shop inspection at the new location at the time of the administrative complaint.

Recommendation: Closure.

Decision: Approved.

115. COS-2025070651

First License Obtained: 09/08/2017

License Expiration: 08/31/2027

Complaint history: None

This matter was previously presented to the Board at its February 2, 2026 meeting as follows:
This 11-25-25 inspection revealed an expired individual license (expiration 8-31-25) and an expired shop license (expiration 8-31-25). 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 \$200.00.

Decision: Approved.

Update: Respondent renewed the shop license.

Recommendation: Letter of warning (expired shop license).

Decision: Approved.

116. COS-2025070711

First License Obtained: 08/09/2011

License Expiration: 08/31/2027

Complaint history: None

Please see facts for Item #53 above. This Respondent is the owner/manager with an 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.

Update: Respondent renewed the individual license.

Recommendation: Letter of warning (expired individual license).

Decision: Approved.

117. 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 matter was previously presented to the Board at its April 6, 2026 meeting as follows: 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.

Update: This re-inspection occurred after a 12-5-25 inspection where a Notice of Violation was issued for a second offense violation and a current Consent Order is pending. This would be a third offense violation for these sanitation violations regarding the dirty tools and hair clippings.

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

Decision: Approved.