Board of
Barbering & Cosmetology

Complaint Fact Sheet

August 2004   CONSUMER INFORMATION SHEET

What do I do if I have a problem with my barbering or cosmetology service?

- If you're unhappy with the services you received at a salon or barbershop, discuss your concerns with the operator, manager, or owner.

- Many complaints can be quickly resolved this way, and you may be given a refund or corrective services at no cost. However, you should be aware that many individuals in the beauty industry are independent contractors who rent booth space from the salon or barbershop owner.

- Because these operators are not employees, the salon or barbershop owner may not have control over the quality of the services rendered or the authority to demand that they provide a refund.

What if I'm injured?

- If any licensee of the Board injures you, discuss with the licensee what happened. You should also speak with the owner of the salon or barbershop.

- Take photographs of the injury and have another professional look at it to provide independent confirmation.

- Seek medical attention if necessary.

- If you feel that a barber, cosmetologist, manicurist, or other licensee has violated state health and safety guidelines, file a complaint with the Board of Barbering & Cosmetology.

- You can download a complaint form from the Board's Web site: www.BarberCosmo.ca.gov

- You can also call the Department of Consumer Affairs Consumer Information Center at 800/952-5210 and a complaint form will be mailed to you.

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What will happen next?

- Board representatives will review your complaint and determine the appropriate course of action to resolve the issue and/or to ensure the salon/barbershop/operator is in compliance with the laws and regulations.

Are there any other reasons why I would file a complaint?

- Yes, you can also file a complaint to report unlicensed activity, false advertising, or alleged fraud

Is there anything the Board can't do?

- The Board cannot recommend a business or product

- The Board also cannot resolve what's known as "buyer's remorse"