

Anyone providing hair care (only in a licensed cosmetology salon) without a cosmetologist license is in violation.

Anyone providing nail care (only in a licensed cosmetology or licensed nail salon) without a nail technician or cosmetologist license is in violation.

All Virginia **Salons** MUST be state licensed to provide hair and/or nail care services. The salon license will list the services that can be conducted at the address listed and it must be posted for easy view to the public to avoid violation.

All **Technicians** providing hair and/or nail care MUST have a license listing the service that they are licensed to provide and their license must be posted for easy view to the public.

**Apprentices** can only provide services after they have been given their temporary license by a visit from the Department of Labor and Industry. The license will list what services the trainee can provide. This temporary license MUST be posted for easy viewing to the public at all times. Apprentices must also wear a name tag and each apprentice must be supervised with a ratio of one apprentice to one licensed Tech on site.

**Other violations:** using tools and/or equipment that was not sanitized and/or cleaned. Reusing paraffin. Cutting living tissue with a blade. Diagnosing/prescribing for a disorder or disease. Using products in containers that do not disclose it's contents. Removing products from a container that does not contaminate the remaining portion to be used on another customer. Employment of unlicensed persons to provide hair or nail care in a salon. Not having a public restroom. Improper ratio of licensed Techs to apprentices. Failure to display licenses for each Tech. Failure to display salon license. Reusing towels and/or not placing dirty towels in a closed container. Over-filled trashcans. Not having or maintaining a pedicure cleaning log. Improper disinfection of pedicure chairs.

## File A Complaint

The **Regulatory Programs and Compliance** section reviews consumer reports against licensees to determine whether DPOR is authorized to process the complaint. DPOR only processes complaints against individuals or businesses that are subject to the laws or regulations of its regulatory boards.

DPOR and its regulatory boards **CANNOT** require any individual or business to refund money, correct deficiencies, or provide other personal remedies. In some cases, private legal action may be your only recourse to resolve a matter. DPOR cannot provide legal advice.

Hours: 8:15am - 5:00pm

Phone: (804) 367-8504

FAX: (866) 282-3932

Email: [ComplaintAnalysis@dpor.virginia.gov](mailto:ComplaintAnalysis@dpor.virginia.gov)

Any report against a regulant for allegedly violating board statutes or regulations, in order to be investigated, must be made in writing and received by the Department of Professional and Occupational Regulation (DPOR) within three years of the act, omission, or occurrence giving rise to the alleged violation.

# Complaint Form Instructions

- Fill in your personal information
- Fill in the name, address, email address and telephone number(s) of the person you are filing a complaint against.
- Provide a description of your complaint on the attached Complaint Form, using additional pages if necessary.
- Include as many specific details as possible, such as dates, names of persons involved, etc.
- Send copies of any documents in support of the complaint (e.g., contract, purchase agreement, warranty information, receipts, invoices, photographs, correspondences, etc) Do NOT send originals.
- Please do not staple any documents. Use paper clips or a binder clip.
- There is a size limit for documents sent by email. If it exceeds 18MB please mail the documents instead.
- Provide your full name and date the complaint form at the bottom of the page.
- Submit the form to:

Department of Professional and Occupational Regulation  
Regulatory Programs & Compliance  
Complaint Analysis & Resolution  
9960 Mayland Drive, Suite 400  
Richmond, Virginia 23233-1485

EMAIL: [complaintanalysis@dpor.virginia.gov](mailto:complaintanalysis@dpor.virginia.gov)

FAX: (866) 282-3932

You may be asked to provide additional information. **NOTE:** DPOR cannot guarantee that you can be anonymous. By law, all complaints received by DPOR are subject to public disclosure once a case is closed.

If an investigation supports probable cause that a violation occurred, the appropriate regulatory board may take disciplinary action to require remedial education, impose a fine, suspend or revoke the license, or fail to renew a license. If an investigation indicates the individual or business is not properly licensed, DPOR may take criminal action. You may be asked to appear at a disciplinary proceeding or in court to provide testimony for the case.

If the investigation does not show probable cause that a violation occurred, the case will be closed.



Department of Professional and Occupational Regulation

| FOR OFFICE USE ONLY |  |
|---------------------|--|
| LICENSE NUMBER:     |  |
| EXPIRATION DATE:    |  |
| FILE NUMBER:        |  |

### COMPLAINT FORM

NOTE: The Department cannot guarantee anonymity. By law, all complaints received by the Department are subject to public disclosure once a case is closed. Therefore, if you wish to file a complaint anonymously, please do not submit the complaint electronically. In addition, do not include any personal information on the complaint form or any supplemental documents that reveal your identity. While the Department may accept an anonymous complaint, it will not proceed if it lacks sufficient information to support a regulatory or criminal violation.

#### SECTION I - REQUIRED INFORMATION

**COMPLAINT FILED BY**

Name \_\_\_\_\_

Company \_\_\_\_\_  
(Your company name if filing on behalf of a company)

Mailing Address \_\_\_\_\_

City, State, and Zip \_\_\_\_\_

Phone Numbers \_\_\_\_\_  
BUSINESS CELL HOME/OTHER

Email Address \_\_\_\_\_

Address where problem occurred \_\_\_\_\_

City/County \_\_\_\_\_

How did you hear about DPOR?  
 Newspaper       DPOR publication, speaker, or contact  
 TV                       Referred by \_\_\_\_\_  
 Radio                     Other \_\_\_\_\_  
 Internet

**COMPLAINT AGAINST**

Individual Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City, State, and Zip \_\_\_\_\_

Phone Numbers \_\_\_\_\_  
BUSINESS CELL HOME/OTHER

Email Address \_\_\_\_\_

Type of License and/or License Number \_\_\_\_\_

#### SECTION II - SUPPORTING DOCUMENTS

To process a Complaint Form, supporting documents are needed, which may include the following:

**ALL BOARDS**                      Copies of all relevant documentation, including, but not limited to: contracts, agreements, invoices, receipts, correspondence, and photographs (all pages - front and back)

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**BARBERS & COSMETOLOGY**    Copy of Medical Records/Photos (re: injuries)

### SECTION III - COMPLAINT DESCRIPTION

Describe the complaint. If more room is needed, include an additional document with submittal.

I wish to complain about the individual/business named above. I understand that a regulatory board does not have the authority to require a licensee to return money, correct deficiencies, or provide other personal remedies. I further understand that decisions regarding criminal prosecutions are at the discretion of the Department and the Commonwealth's Attorney. I am submitting this information so that the Department may determine whether disciplinary or criminal action against this individual or business should be considered. I verify under penalty of law that the information provided is true to the best of my knowledge.

Full Name



Date

### SECTION IV - HOW TO SUBMIT THIS FORM

Please return this form one of the following ways:

EMAIL\* ⇨ [complaintanalysis@dpor.virginia.gov](mailto:complaintanalysis@dpor.virginia.gov)  
\* BEFORE SUBMITTING VIA EMAIL, PLEASE SEE INSTRUCTIONS BELOW

FAX ⇨ (866) 282-3932

MAIL Department of Professional and Occupational Regulation  
Regulatory Programs & Compliance  
Complaint Analysis & Resolution  
9960 Mayland Drive, Suite 400  
Richmond, Virginia 23233-1485

Contact Information:

Dept. of Professional and Occupational Regulation  
Complaint Analysis & Resolution

COMPLAINTS - (804) 367-8504

VA RELAY♦ - 7-1-1

HOTLINE FOR OLDER VIRGINIANS - (804) 367-2178

EMAIL - [complaintanalysis@dpor.virginia.gov](mailto:complaintanalysis@dpor.virginia.gov)

WEBSITE - [www.dpor.virginia.gov](http://www.dpor.virginia.gov)

♦ Virginia Relay enables people who are deaf, hard of hearing, Deaf Blind, or speech disabled to communicate by TTY (text telephone) or another assistive telephone device with anyone who uses a standard phone.

\* There is a size limit for documents submitted via email. If your attachments exceed **18 MB**, a non-delivery receipt will be sent to you. If you exceed the limit, please submit the complaint form and supporting documents to the mailing address above.