

PROCEDURES FOR FILING A COMPLAINT

WITH THE ARIZONA STATE BOARD OF COSMETOLOGY

This Board is charged with the administrations and enforcement of the COSMETOLOGY (A.R.S. § 32-501 ET. Seq.). We investigate complaints involving unlawful acts including false advertising, deceptive statements, violation of health and sanitation regulations, employment of unlicensed persons for professional services, incompetence and/or malpractice. If you feel you have been the victim of any of the above or have information about a specific incident, complete the enclosed form and mail it to us.

If we can't understand your complaint, we can't help you. So, take a minute to ORGANIZE your information so that the details are clearly stated.

SOME TIPS ON PREPARING A WRITTEN COMPLAINT

1. *First, make a separate list of the things you want to say. Try to separate your feelings from the facts.*
2. *Present the events in the order in which they happened, using dates whenever possible.*
3. *Enclose copies of documents such as contracts, letters, advertisements, sales slips, cancelled checks, warranties, medical diagnosis, **letter(s) from witnesses (include contact number & address)** or other documents that may support your complaint. Keep the originals for your files.*
4. *Remember that your complaint should describe the event or practice which was misleading to you. If possible, you should state why the practice was misleading.*
5. *Please complete the complaint form and return it to our office. Our ability to assist you will depend upon you giving us a complete and detailed statement including any representations made to you.*

MAIL OR DELIVER your complaint to: Arizona State Board of Cosmetology
1721 East Broadway
Tempe Arizona 85282-1611
(480) 784-4539

Upon receipt of your complaint, we will determine if your complaint comes under our authority. If it does, we will take such action as is possible under our statutory authority. If your complaint does not fall under our authority, we will refer you to the appropriate agency.

Law prohibits us from giving you legal advice, legal opinion or action as your private attorney. If you have suffered or may suffer a significant monetary loss, you should contact a private attorney to discuss your legal rights and remedies. If you don't have a private attorney the County Bar Association's Lawyer Referral service should be consulted or the local Legal Aid Society may be able to assist you.

PUBLIC RECORD COMPLAINT FORM

FILE NO: _____

DATE:_____

Your Name, Address & Phone:	Name, Address & Phone of firm or person:

DETAILS OF COMPLAINT

DATE & TIME: _____ **TYPE OF SERVICE** _____

NOTE: You must provide pertinent evidence (e.g. photos before & after, hair clippings, doctor findings, and additional professional service records, etc.)

Have you made a direct complaint about the service? Yes No

To whom: _____ Date: _____

Have you received a response to your direct complaint? Yes No

From whom: _____

Action take: _____

Have you complained to any other person or organization about the service? Yes No

Please specify: _____

Would you testify under oath to a legal hearing regarding this complaint? Yes No

Please specify: _____

What are your expectations by submitting this complaint to the Board? _____

Signature of Complaint:

Date:

PLEASE BE AWARE THAT THE INFORMATION COLLECTED IS PUBLIC RECORD.

AFFIDAVIT

STATE OF ARIZONA

FILE NO.: _____

COUNTY of _____

I, _____, HEREBY attest to the following:

I further state that I have read the above contents and these statements are true by Personal knowledge or I believe them to be true.

SIGNATURE

ADDRESS

CITY/STATE/ZIP CODE

**AUTHORIZATION TO RELEASE
MEDICAL RECORDS**

I _____ understand that because I am providing my
(Print name)

medical records to the Arizona State Board of Cosmetology (“Board”) in connection with my complaint, the Board may be required to disclose these records to the licensee and/or the licensee’s attorney in this matter as essential information to the disciplinary proceedings being conducted under A.R.S. §32-501 et. seq. I hereby authorize this use for purposes of this disciplinary matter only.

Date

Signature