



# NORTH CAROLINA BOARD OF BARBER EXAMINERS

## Memo

TO: Board members

FROM: Dennis Seavers

DATE: June 14, 2021

**SUBJECT: Complaint report**

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Under 21 NCAC 06C .0912, the executive director must “submit to the Board a report of dismissed complaints that he or she has not previously reported, with a summary of the allegations and a justification for the dismissal.” The executive director is required to dismiss complaints for the following reasons:

- The complaint lacks information, such as barbershop location or a description of the alleged conduct, necessary to investigate the complaint. (Before dismissal, the executive director must attempt to collect additional information from the complainant, if possible.)
- The complaint alleges conduct that is not prohibited by the board’s statutes or rules or is not within the board’s jurisdiction.
- After receiving a recommendation from the investigator, the executive director determines that the allegation is untrue.

This memo serves as the required report. By a majority vote, the board may reopen any of these complaints if the board believes that the dismissal was not justified. If the board agrees with the dismissals, no further action is required.

### **Complaint ID 371 in Charlotte**

The board received a complaint about a barbershop with unlicensed barbers. An investigator for the board inspected the shop and didn’t find evidence to support the allegation.

*Basis for dismissal:* the staff was unable to substantiate the complaint.

### **Complaint ID 375 in Charlotte**

The board received a complaint with four allegations: (1) the barber wasn't following the requirement to wear a face covering during the pandemic; (2) the barber was unlicensed; (3) the barber was using unsanitary tools, causing the complainant's son to get a rash; and (4) illicit drugs were being used at the shop. An investigator for the board found that the barber referred to in the complaint was no longer working at the shop, and the location was now occupied by a cosmetology salon. The investigator made unsuccessful efforts to determine whether the barber had moved to a different location.

*Basis for dismissal:* for allegations (1), (2), and (3), the staff was unable to substantiate the complaint. For allegation (4), the complaint alleged conduct that wasn't within the board's jurisdiction. The staff was unable to refer the matter to law enforcement because the barber couldn't be located.

### **Complaint ID 380 in Charlotte**

The board received a complaint about an unlicensed barber working at a shop in Charlotte. The complaint also alleged that the barber wasn't complying with the requirement to wear a face covering during the pandemic. The complaint only provided a general location (just a street name) in Charlotte of the shop. An investigator made efforts to locate the shop but was unable to find it. The complaint was submitted anonymously, so the staff was unable to follow up with the complainant.

*Basis for dismissal:* the complaint lacked information necessary to investigate the complaint.

### **Complaint ID 387 in Charlotte**

The board received a complaint where the complainant said he got razor bumps a day or two after receiving a haircut. An investigator for the board conducted an inspection of the shop where the haircut occurred and found no evidence of sanitation issues.

*Basis for dismissal:* the board was unable to substantiate the complaint allegations.

### **Complaint ID 390 in Matthews**

The board received a complaint about a shop not complying with requirements in the governor's executive order related to covid-19. The complaint also alleged that there were improper sanitation practices in place, such as a lack of handwashing and work areas not being sanitized. An investigator for the board found no evidence of the sanitation issues cited in the complaint.

*Basis for dismissal:* for the allegations related to the governor's executive order, the conduct wasn't within the board's jurisdiction. For the allegations related to sanitation, the board was unable to substantiate the complaint allegations.

### **Complaint ID 420 in Greenville**

The board received a complaint about a shop with unlicensed barbers. An investigator for the board found no evidence of unlicensed practice.

*Basis for dismissal:* the board was unable to substantiate the complaint allegations.

### **Complaint ID 428 in Greenville**

The board received a complaint about an unsanitary barbershop. The complaint also alleged that gambling occurs in the shop. An investigator for the board did not find evidence of the sanitation issues described in the complaint, and the allegation of illegal gambling isn't within the board's jurisdiction.

*Basis for dismissal:* the staff was unable to substantiate the complaint allegations that were within the board's jurisdiction. The remainder of the complaint alleged conduct that wasn't within the board's jurisdiction.