



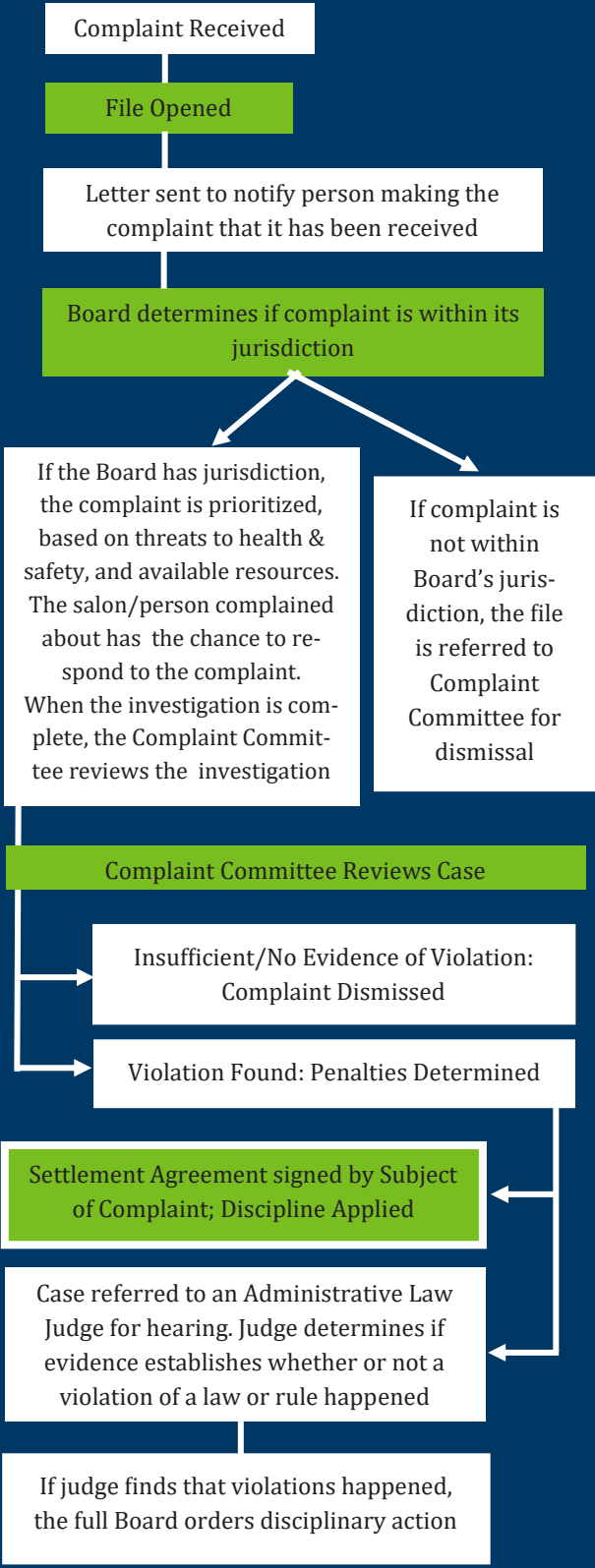
# The Complaint Process

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BOARD OF COSMETOLOGY

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## Complaint Steps



**Making a Complaint About an Individual/Business:**

Complete the complaint form (available on the Board's website)

**Important:** If the authorization to release information is not signed, your complaint will likely be dismissed without investigation

**Responding to a Complaint Against You/Your Business**

During the investigation, you (subject of the complaint) will be informed in writing of the allegations against you or your salon. You must respond. Explain whether you agree or disagree with the complaint, and provide any evidence that supports your position (documents, receipts, photographs, unusual circumstances, etc.)

### Minnesota Board of Cosmetologist Examiners Complaint Investigation

The Board investigates complaints about violations of the laws and rules related to cosmetology (MN Stat. Ch. 155A and MN Rules 2105 and 2110). Some matters, such as poor business practices, bad haircuts, illegal labor practices, etc., do not come under the Board's authority

It is important to submit as much information as possible. What you present should give the Committee the whole story. Consider the following when deciding what you will submit to the Committee:

- Who was involved with the alleged violation
- What happened or did not happen
- Where did it happen
- Why did it happen
- What else should the Complaint Committee know

*The provisions contained in the Minnesota Government Data Practices Act, MN Statutes §13.41 (2017), prohibit the Board from disclosing any information regarding an open complaint. Investigations include information from:*

- The person who made the complaint
- The person/business the complaint is made about
- Board records
- Other sources, such as witnesses

### Complaint Committee

3 Board members and Board staff meet approximately 4 times a year to review complaint investigations. After reviewing the complaint investigation, the Committee may decide:

1. There is not enough evidence to determine if a violation happened; complaint dismissed.
2. The evidence shows that a violation did not happen; complaint dismissed.
3. The evidence shows that a violation did happen; **disciplinary action** is determined:
  - a. *Civil Penalty:* Fine of up to \$2,000 per violation
  - b. *Cease and Desist Order:* order to immediately stop violation
  - c. *Other Actions:* deny, refuse to renew, suspend, temporarily suspend, or revoke an application, license or certificate; censure or reprimand the person; or condition/limit the person's practice; or any other actions described in MN Statute 155A.

**Disciplinary action is public information and is posted on the Board website, under "Board Disciplinary Action"**