



Consumers Receiving Board Services and Filing a Complaint

MISSION OF THE BOARD

Ensuring the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the beauty and barbering industry.

BOARD LICENSING

The Board of Barbering and Cosmetology licenses and regulates barbers, cosmetologists, hairstylists, electrologists, estheticians, and manicurists. The Board works to ensure that all licensees follow state law and infection control standards to protect consumers.

Licensees receive education and training on how to safely provide services and are required to pass an exam to receive a license.

BOARD-REGULATED SERVICES

Barbers are licensed to shave and trim the beard, cut hair, give facial and scalp massages, shampoo hair, chemically wave or relax hair, dye hair, style hair, and apply cosmetic preparations to the scalp, face, or neck.

Cosmetologists are licensed to provide hair, skin, and nail care. They can provide the same services as hairstylists, estheticians, and manicurists, in addition to chemical hair services such as permanent waving, relaxing, bleaching, dyeing, and coloring of hair.

Hairstylists are licensed to arrange, blow dry, shampoo, cut, style, curl, or nonchemically straighten hair. They cannot use chemicals that alter the hair structure (such as bleach, dye, perm solutions, etc.).

Estheticians are licensed to provide skin care. This includes providing facials, massaging and cleansing the face, scalp, neck, hands, arms, feet, legs, or upper part of the human body. Estheticians may also tint and perm eyelashes/brows, provide eyelash extensions, and remove hair by tweezers, waxing, or other depilatory products.

Manicurists are licensed to provide nail care. This includes trimming, polishing, manicuring, pedicuring the nails, and massaging/cleansing from the elbow to the fingertips or from the knees to the toes of any person.

Electrologists provide electrolysis, which is the practice of removing/destroying hair on the human body using an electric needle. Only electrologists may provide electrolysis.

Licensees are not able to provide injections, use microneedling devices, treat ingrown toenails, shave calluses, or remove moles or skin tags. Braiding, wig styling, threading, and cosmetic tattooing are not regulated by the Board.

GETTING READY FOR YOUR SERVICE

Before receiving a new service, research what you can expect and any potential risks. Visit the Board's Consumers page at <https://barbercosmo.ca.gov/consumers/index.shtml> to read about Board-regulated services and safety tips. Talk to the licensee about your desired outcome and whether it is achievable. Research online about best practices. You may also want to read online reviews of the establishment and look at the licensee's work posted on their social media.

Remember that there are always other establishments. Don't be tempted to go to an establishment just because of the low price or convenient location.

Prepare to speak up if you see something concerning or are experiencing any discomfort or pain. You should feel safe at all times in the establishment.

LOOK FOR THE LICENSE

Individuals providing Board-regulated services as well as the establishment in which they work (such as a salon, spa, shop, suite, etc.) are both required to have a Board-issued license.

Before receiving services, look for the license. An individual's license is required to be posted at their workstation and the establishment's license is required to be posted in the reception area. If you do not see the license, ask. If they do not have a license, leave. Do not put your health and safety at risk!

Use the California Department of Consumer Affairs License Search tool at <https://search.dca.ca.gov> to verify they have a current license.



WHAT SHOULD I DO IF I AM INJURED DURING A SERVICE?

1. Discuss the situation with the licensee, manager, or owner. See if you can come to an agreement on how to remedy the situation.
2. Take photographs of the injury.
3. Seek immediate medical attention if necessary. Keep any paperwork that documents the injury and treatment.
4. File a complaint with the Board.

Note: The Board does not have the authority to obtain monetary compensation on behalf of individuals. If you wish to pursue monetary compensation, you may obtain information about the small claims court process at: www.dca.ca.gov/publications/small_claims/index.shtml, or you may contact your local courthouse. You may also choose to file a complaint with your local Better Business Bureau.

FILING A COMPLAINT

Help the Board protect consumers by filing a complaint when you are aware of violations of the Board's laws. The Board handles complaints that allege unlicensed activity, unsanitary conditions, fraud, false advertising, and instances in which a consumer was injured as a result of a service.

Complaints that provide detailed information can be addressed more efficiently and effectively. *Complaints can be filed anonymously*; however, providing your name and contact information allows you to receive updates on the status of the complaint and provide additional documentation of the allegations if needed by the Board.

Complaints may be submitted electronically at www.breeze.ca.gov.