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## COSMETOLOGY BOARD

- Establishes a complaint process that students and former students of a school of cosmetology may use to file a complaint with the Board, alleging a violation of a provision of the Cosmetology Law by the school.
- Requires a school of cosmetology, in order to be issued a license, or any school currently licensed by the Board, to establish and maintain an internal procedure for processing complaints filed against the school by students of the school and to provide students with instructions on filing a complaint with the Board.
- Specifies that a licensed school of cosmetology is an educational institution and may offer educational programs beyond secondary education, advanced practice programs, or both in accordance with rules that must be adopted by the State Board of Cosmetology.

### Schools of cosmetology

(R.C. 4713.08, 4713.44, and 4713.641)

#### Complaints

Under the bill, a student or former student of a cosmetology school may file a complaint with the State Board of Cosmetology alleging that the school has violated a provision of the Cosmetology Law for which the Board currently may take disciplinary action. Any complaint filed with the Board must be in writing and signed by the person bringing the complaint. Upon receiving the complaint, the Board must initiate a preliminary investigation to determine whether it is probable that a violation has been committed. If the Board finds that it is not probable that a violation was committed, the Board must notify the person who filed the complaint of the Board's findings and that the Board will not issue a formal complaint. If the Board finds that it is probable that a violation has occurred, the Board must proceed against the school pursuant to the Board's current law discipline authority and in accordance with the Administrative Procedure Act.

The bill adds to the current law list of requirements that a school must satisfy in order to be issued a license to operate as a school of cosmetology that the school must establish and maintain an internal procedure for processing complaints filed against the school and for providing students with instructions on how to file a complaint directly with the Board. A school of cosmetology that already holds a license when the provision goes into effect also must establish and maintain an internal procedure for



processing complaints filed against the school and for providing students with instructions on how to file a complaint directly with the Board.

### **Authorization to offer educational programs**

The bill specifies that a school of cosmetology holding a license to operate issued by the Board is an educational institution and is authorized to offer educational programs beyond secondary education, advanced practice programs, or both in accordance with rules adopted by the Board under the bill.

