

## Arizona State Board of Barbers

**Board licensed applicants without ensuring they met all requirements, did not annually inspect all barber shops and schools and consider potential disciplinary actions for inspection violations, and did not timely open and investigate some complaints and accurately document complaint outcomes**

### Audit purpose

To determine whether the Board issued licenses in accordance with statute and rule requirements, conducted required inspections of barbering establishments and addressed inspection violations, and resolved complaints in a timely manner and in accordance with Board policy.

### Key findings

- Arizona began regulating barbering in 1929 when the Legislature created the State Board of Barbers and Cosmeticians, which was separated into 2 boards in 1935. Legislation passed in 2021 reconsolidates the 2 boards, creating the Barbering and Cosmetology Board effective January 1, 2022.
- The Board generally issued/renewed licenses within its established time frames but did not verify some licensure requirements for 21 of 33 initial and renewal applications we reviewed.
- Board staff did not inspect all barber shops and schools annually in calendar years 2019 and 2020, as required by rule; stopped presenting inspection violations to the Board for its consideration of potential disciplinary actions at Board meetings held between May 2020 and March 2021; and used an inspection form that did not address all statute and rule requirements.
- Although the Board resolved 8 of 9 complaints it received between July and December 2020 within 180 days, Board staff had not addressed 2 of these complaints for more than 130 days until we requested documentation about the complaints, did not enter 1 complaint in its e-licensing system, did not record an outcome for 2 complaints, and incorrectly recorded 3 complaints' outcomes.
- The Board has not adhered to several conflict-of-interest statutory requirements and recommended practices, including requiring Board members and staff to sign an annual disclosure form.

### Key recommendations

The Board should develop and implement:

- License application review and approval policies and procedures, including procedures to ensure all license requirements are met.
- A risk-based inspection approach to focus staff resources on high-risk establishments, and modify rules to no longer require annual inspections.
- Inspection policies and procedures for tracking and monitoring inspections and imposing disciplinary action against licensees to address inspection violations.
- Additional monitoring and review procedures to help ensure that complaints are timely opened, investigated, and resolved, and that complaint outcomes are accurately documented.
- Policies and procedures to help ensure it complies with statutory conflict-of-interest requirements and recommended practices.