

## Arizona Barbering and Cosmetology Board (Board)

Board timely issued initial and renewal licenses and resolved complaints, but did not take consistent enforcement action against licensees for violations, or verify that some license applicants met all requirements, potentially affecting public safety

### Audit purpose

To assess whether the Board issued and renewed licenses and registrations in accordance with statute and rule requirements; investigated and resolved complaints within its jurisdiction in a timely manner and imposed disciplinary action consistent with the nature and severity of violations; performed routine inspections of licensed barbering and cosmetology schools and establishments in accordance with statute and rule requirements; provided information to the public as required by statute; and prescribed minimum curriculum requirements for schools that train barbers, cosmetologists, aestheticians, nail technicians, hairstylists, and instructors. In addition, the report provides responses to the 10 statutory sunset factors.

### Key findings

The Board:

- Is responsible for regulating the barbering and cosmetology industry in Arizona including issuing and renewing licenses and registrations; investigating and resolving complaints; inspecting licensed establishments; providing information to the public about licensees; and prescribing minimum curriculum requirements for schools.
- Reviewed and approved or denied initial and renewal license and registration applications within required time frames, timely resolved complaints we reviewed, and prescribed school curriculum requirements in accordance with statute.
- Took inconsistent enforcement action against licensees with similar violations and lacked documentation supporting its determination of enforcement actions that were inconsistent with its disciplinary guidelines, increasing the risk to public safety and unequal treatment of licensees.
- Did not provide statutorily required infection prevention, sanitation, and law education to applicants or require that they complete it prior to issuing licenses, increasing risk to public health and safety.
- Did not include all elements required by its rules in its inspections of schools and establishments, allowing compliance issues to go unaddressed and potentially increasing risks to public health and safety, or provide all statutorily required disclosures to licensed establishments, potentially compromising licensees' rights.

### Key recommendations

The Board should:

- Follow its disciplinary guidelines policy to help ensure it disciplines licensees consistently and develop and implement policies and procedures to document the rationale for deviations from the policy.
- Provide infection prevention, sanitation, and law classes to applicants and require them to complete the classes prior to issuing licenses, in compliance with State statute.
- Update its inspection form to include all rule requirements and provide all statutorily required disclosures to licensed establishments during inspections.