

Filing a Complaint

Procedures for filing a complaint with the Wyoming State Board of Cosmetology

This Board is charged with administrations and enforcement of the Cosmetology Act (W.S. §33-12-119 through 33-12-140). We investigate complaints alleging unlawful acts including false advertising, deceptive statements, violations of health and sanitation regulations, employment of unlicensed persons for professional services, incompetence and/or malpractice. If you have any information about a specific incident or alleged violation, contact the Board office for a complaint form.

If we can't understand your complaint, we can't help you. So, take a minute for ORGANIZE your information so that the details are clearly stated.

Steps on Preparing a Written Complaint:

1. First, make a separate list of the things you want to say. Try to separate your feelings from the facts.
2. Present the events in the order in which they happened, using dates whenever possible.
3. Enclose copies of documents such as contracts, letters, advertisements, sales slips, cancelled checks, warranties, papers or other documents that may support your complaint. Keep the originals for your files.
4. Remember that your complaint should describe the event or practice which was misleading to you. If possible, you should state why the practice was misleading.
5. Please complete the complaint form and return it to our office. Our ability to assist you will depend upon your giving us a complete and detailed statement including any representations made to you.