

## RESOURCES

### HONOLULU OFFICE

Leiopapa A Kamehameha Building  
235 South Beretania Street, 9th Floor  
Honolulu, HI 96813

Complaints History.....587-3222 (Consumer Resource Center)

To call Honolulu numbers from the Neighbor Islands, dial Kauai 274-3141, Maui 984-2400, the Big Island 974-4000, Lanai/Molokai 1-800-468-4644, then dial the last five digits of the state phone number you want to call, then press the # sign.

Complaints History on the Internet:  
[www.ehawaii.gov/org/serv/cms](http://www.ehawaii.gov/org/serv/cms)

Filing a Complaint.....587-3222 (Consumer Resource Center)  
(Neighbor Islands, repeat the same process as instructed above.)

### MAUI OFFICE.....243-5808

1063 Lower Main Street, Suite C-216  
[Wailuku, HI 96793](http://Wailuku, HI 96793)

### KAUAI OFFICE.....274-3200

3060 Eiwa Street #204

[Lihue, HI 96766](http://Lihue, HI 96766)

### HILO OFFICE.....933-8846

345 Kekuanaoa Street #12

[Hilo, HI 96720](http://Hilo, HI 96720)

### KONA OFFICE.....322-1908

78-6831 Alii Drive, Suite 134A  
Kailua-Kona, HI 96740

RICO website: [www.hawaii.gov/dcca/rico](http://www.hawaii.gov/dcca/rico)  
RICO e-mail: [rico@dcca.hawaii.gov](mailto:rico@dcca.hawaii.gov)

Business Name Search:  
<http://www.ehawaii.gov/org/DCCA/biz-name>

Licensing Search: <http://www.ehawaii.gov/org/serv/pvl>

## RICO'S AREAS OF JURISDICTION

Accountancy  
Activity Desks and Providers  
Acupuncture  
Barbering & Cosmetology  
Boxing  
Cemetery and Funeral Trusts  
Chiropractic  
Collection Agencies  
Commercial Employment Agencies  
Condominium Management  
& Governance  
Contractors  
Dentists & Dental Hygienists  
Detective and Guards  
Dispensing Opticians  
Electricians and Plumbers  
Electrology  
Elevator Mechanics  
Engineers, Architects, Land Surveyors  
& Landscape Architects  
Hearing Aid Dealers and Fitters  
Marriage & Family Therapists  
Massage Therapy  
Medicine and Surgery  
Mental Health Counselor  
Mortgage Brokers and Solicitors  
Motor Vehicle Industry  
Motor Vehicle Repair Industry  
Naturopathy  
Nursing  
Nursing Home Administrators  
Occupational Therapist  
Optometry  
Osteopathy  
Pest Control Operators  
Pharmacy  
Physical Therapists  
Port Pilots  
Psychology  
Real Estate Appraisers  
Real Estate  
Social Workers  
Speech Pathologists and Audiologists  
Subdivision  
Time Share  
Travel Agencies  
Veterinary Medicine

## TIPS ON

# Cosmetology



## ➤ Requirements for Beauty Shops:

### *Sanitation Requirements*

All beauty shops must be in full compliance with all State, public health and safety requirements, including:

**Sanitary Facilities.** All beauty shops (including barber shops, hair dressing establishments, hair-styling establishments, manicuring parlors and beauty parlors) must have adequate sanitary facilities, including toilets, hot and cold running water, and sinks or wash basins.



**Towels laundered.** Towels and other fabrics that come in contact with a customer's skin or hair must be sanitized and laundered.

**Tools clean and sanitized.** No beauty operator shall use razors, shears, scissors, clippers, tweezers, and finger bowls unless the item has been thoroughly cleaned and sanitized.

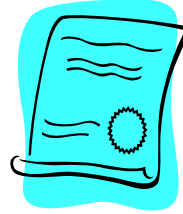
### *Price List*

All beauty shops shall have a price list displayed or available upon request.



## ➤ Requirements for Beauty Operators:

### *License(s) Required*



All beauty operators, instructors, shops, schools, apprentices, and temporary permittees shall display their licenses in a conspicuous place.

### *Types of Licenses*

License categories include **hairstylist**, **nail technician**, and **esthetician**.

A person may be licensed in one or more of the license categories listed above. A licensed **cosmetologist** may perform work in **all** of the license categories (hair, nails and skin).



The license should specifically state the category for which the person is licensed.

## *Tips on Checking out a Salon*

1. Ask what is included in the price of each service.
2. Ask the beauty operator to explain the service to you.
3. Ask what products are used in the salon. Most salons use products that are for professionals only and your beauty operator should be able to explain what products they will be using and why.

### *If you have problems with your beauty shop or operator*

1. Good communication is essential. If you are not happy with your service, talk to your beauty operator or the salon owner about it.
2. If you are still unable to resolve the problem to your satisfaction, you can call the Department of Commerce and Consumer Affairs' Regulated Industries Complaints Office at 587-3222 to speak with an investigator.

