

- (i) be in writing;
- (ii) be signed by the complainant;
- (iii) state specifically the facts on which the complaint is based;
- (iv) be submitted to the Executive Director of the Board; and
- (v) be served on the person to whom it is directed:

1. personally; or

2. by certified mail, return receipt requested, bearing a postmark from the United States Postal Service, to the person's last known address as shown on the Board's records.

(2) If service is made by certified mail, the person who mails the document shall file with the Board verified proof of mailing.

[(e)] (C) (1) Except as provided in subsection [(f)] (D) of this section, if the Board finds that a complaint alleges facts that are adequate grounds for action under this section, the Board shall act on the complaint as provided under § 5-408 of this subtitle to deny, suspend, or revoke a certificate of registration, reprimand an apprentice, or assess a penalty.

(2) If the Board does not make the finding, the Board shall dismiss the complaint.

[(f)] (D) (1) If the Board makes the finding under subsection [(e)(1)] (C)(1) of this section for a violation that relates to the sanitary practice of cosmetology, the Board shall provide the apprentice an opportunity to correct the alleged violation.

(2) If the apprentice fails to correct each alleged violation within 10 days of written notification of the violation by the Board, the Board shall act on the complaint as provided under § 5-408 of this subtitle.

(3) If the apprentice corrects each alleged violation within 10 days of notice, the Board shall:

- (i) dismiss the complaint; and
- (ii) provide the apprentice written notification of the dismissal.

5-522.

(a) (1) Subject to the hearing provisions of § 5-523 of this subtitle, the Board may deny a beauty salon permit to any applicant, reprimand any permit holder, or suspend or revoke a beauty salon permit:

[(1)] (I) for any applicable ground under § 5-314 of this title;

[(2)] (II) if the applicant or holder fraudulently or deceptively obtains or attempts to obtain a beauty salon permit for the applicant or holder or for another; or