

(5) THE BEHAVIOR AND ACTIVITIES OF THE APPLICANT OR LICENSEE BEFORE AND AFTER THE CONVICTION.

[(d)](E) The Board shall commence proceedings under this section on a complaint to the Board by a member of the Board or any person.

[(e)](F) (1) A complaint shall:

- (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.

(3) If a complaint is made by any person other than a member of the Board, the complaint shall be made under oath by the person who submits the complaint.

[(f)](G) (1) Except as provided in subsection [(g)](H) 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 § 4-315 of this subtitle to deny, suspend, or revoke a license, reprimand a licensee, or assess a penalty.

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

[(g)](H) (1) If the Board makes the finding under subsection [(f)](G)(1) of this section for a violation that relates to the sanitary practice of barbering, the Board shall provide the licensee an opportunity to correct the alleged violation.

(2) If the licensee 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 § 4-315 of this subtitle.

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

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