

**Regal Nails**  
*Owner Tam Nguyen*  
1485 Commercial Way- US Hwy 19  
Springhill, Florida 34607

Wendy Ryan  
ABC Actions News Tampa  
Via Email: [WRyan@wfts.com](mailto:WRyan@wfts.com)  
Re: DBPR Violation Report

May 17, 2013

Hello Wendy-

In response to your upcoming story on DBPR violations in Nail Salons, I wanted to give you some feedback on our inspection experience to help you understand that all inspections are not equal.

Our inspector came into Regal Nails looking for a problem. In our experience, inspectors are generally either helpful (for example "It would be better if you used this new format for the cleaning log so it's easier for me to read in the future), or looking for an issue for which to fine the salon. We were fined \$250, and paid the fine because I am a business owner who also runs my salon and simply don't have the time to contest the inspection.

We were cited for nail technician licenses not being on display. It is true that SOME nail technician licenses were not on display, but these people were not working on the day of the inspection, and as they are independent contractors, they sometimes take their licenses with them if they are not working for me on a particular day. He also claimed we did not display a proper cleaning log, but we DO have a cleaning log on display that is used daily. The inspector did not care for the format of our log, and instead of advising us as to how we should adjust it to his particular standards, he simply cited us as if the log itself did not exist. Former inspectors have approved our log with no problem, so we can only assume this was a matter of personal preference on his part.

Additionally, the inspector claims our combs, brushes, scissors, etc, were NOT in Tuberculocidal Disinfectant. This is not true. ALL our products were in Barbicide with Tuberculocidal Disinfectant, a just opened bottle, but the inspector said, based on the condition of the product label, that the bottle was "old." We did let him know it was a new bottle, to no effect.

During our inspection, clients in our nail salon complained about the rudeness of the DBPR Inspector. He was loud, rude, disruptive, and unprofessional. His mannerism was very offputting and he was a "man on a mission" to write some fines.

I have attached a copy of our Cosmetology Salon Inspection Form, and I happy to have the opportunity to provide input before you compose your story for ABC Action News.

Sincerely, Tam Nguyen  
Owner- Regal Nails

