

Good Afternoon Erin,

I am writing to provide a statement regarding my interaction with State Board Inspector Edrin during her inspection of my business, The Beaux Heaux LLC, on March 4 2026

Inspector Edrin arrived and introduced herself as being with the Board of Cosmetology. She asked if I had my cosmetology license and my salon license. I confirmed that I have my cosmetology license and explained that my salon is not currently operational because it flooded after my lease began in January, and that only the boutique side of my business is open.

Almost immediately, Inspector Edrin began speaking in an accusatory tone, questioning my explanations and repeatedly implying that I was lying. She accused me of having dirty bowls, which is not accurate, because I have not performed any color services. I explained that the only service I had performed was for my sister since she has a wedding coming up, and I did not take any payment. I also showed her a previous inspector's business card, Kristin Bourque, to verify past inspections. Inspector Edrin initially denied knowing Kristin and continued questioning me until she called her supervisor for confirmation stating she doesn't know a Kristin. During this time, she spent most of the interaction speaking with her supervisor rather than engaging with me directly. Throughout the inspection, she asked multiple questions rapidly without allowing me to fully answer, repeatedly getting visibly upset and scolding me for casual language like "girl" and stating I must use "ma'am" or her first name. When I explained that her tone was stressing me out, she began using terms of endearment, which contradicted her previous corrections and added to my discomfort. At one point, she stated that, because I do not currently have a salon license, I would need to go before the Board for a hearing. This statement caused me significant stress and anxiety, as I felt my license could be at risk despite my explanations. I initially allowed the inspection to continue because I knew I had done nothing wrong. However, her continued accusatory tone, refusal to let me explain, and focus on the possibility of a board hearing became overwhelming. I asked her to leave, stating that I was unable to continue under these conditions as this is added stress on top of how home life has been recently, but she refused to leave immediately.

 I wish this inspection had included a body camera, as is normally used, so that my side of the interaction could be accurately documented. The way this inspection was conducted made me feel intimidated, stressed, and unable to communicate effectively, and I am concerned that without proper documentation, my statements could be misrepresented or disregarded.

Thank you for your attention to this matter. I respectfully request that my concerns be reviewed and that future inspections allow licensees to fully explain their situation in a professional and respectful manner.

Sincerely,
Reham Toom
Owner, The Beaux Heaux LLC

Statement Regarding Inspection by Inspector Edrin

Re <thebeauxheaux@gmail.com>

Wed 3/4/2026 12:41 PM

To: Erin Marceaux <Erin.Marceaux@LA.GOV>;

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

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