

CARE FOR YOUR HAIR: NEED OF HAVING A REGULATORY MECHANISM ON “HAIR-DRESSERS” IN SRI LANKA TO IMPROVE HEALTH AND SAFETY PRACTICES

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ABSTRACT

A hairdresser will come in handy for almost everyone at least once in their entire life. Though the possibility of transmitting diseases is quite high, everyone is much more concerned about the price and the style. There are only a few laws and remedies related to the field despite the fact that the number of salons has risen dramatically over the country. The so-called remedies are filing a civil Action in a District court or complaining to the Consumer Affairs Authority (CAA), depending on the situation. There should be a preventive mechanism than the punitive mechanism to maintain the quality and the standard of hairdressing salons in Sri Lanka. Due to the lack of proper regulatory mechanism, there are health and safety issues in the industry. The purpose of this research is to discuss a proper regulatory mechanism for hairdressers with special reference to health and safety practices in Sri Lanka. The research will address the following research questions; (i) the existing laws relating to the field and (ii) the justifications to show that the existing laws are not enough to address the health and medical aspects of the industry and (iii) to analyze the necessity of having a regulatory mechanism. This research will be based on a comparative analysis of domestic and foreign legislation, academic articles, case laws and reports by recognized organizations/institutions from Sri Lanka, Australia and the UK, given best practices showcased by the latter. Data analysis will be done by collecting the inputs from the questionnaire distributed among the consumers and the hairdressers in Sri Lanka. In conclusion, the research paper strongly advocates for a regulatory mechanism by the State to ensure that the health and medical safety of the consumers of the hairdressing industry.

Keywords: hairdresser, regulatory mechanism, health and medical safety

INTRODUCTION

Hairdressing is not a new concept, almost everyone go their hairdressers at least once in their lifetime. Hence, it is true to say that hairdressing holds a considerable position in every person's life throughout the history – further strengthened by the constant evolution of the fashion industry. Men and women, young and old, everyone goes for hairdressing regardless of their family status or profession. Hairdressing is one important manner through which individuals showcase their own individuality and/or as one's connection to a collective that he/she relates to. (Pergament, 1999). Hairdressers were known as “barbers”, which derived from a Latin term “barba”, which means beard.

Hairdressing industry is a profitable business which can provide more job opportunities to the self-employed people including women. According to statistica.com 650,000 barbers, hairdressers, and cosmetologists were there in the United States in 2014, and that will be increased by 10% by 2024. Even though there are no specific data to find regarding to Sri Lanka, it could be argued that the situation in Sri Lanka is also the same according to the advertisements and the hairdressing shops which open daily basis.

In simple terms, hairdressing implies an occupation where cutting and styling hair is considered as the main duties. It concerns with two main streams, both health and beauty. Specially, hairdressing industry plays a major role in public health. Hairdressers as well as clients face different kind of hazards due to the chemicals and equipments. (Eayrs, 1993) For an example, there are many equipments used by the hairdressers. Most of the hairdressers use the same equipment on everyone. Hence there is high possibility of transferring diseases.

Since this is a high profitable self-employment industry which required no qualifications by Sri Lankan laws, people tend to enter in to the industry. Even though it is good in economic aspect, on the other hand it is important to pay consideration to the aspect of public health. Hence, it could be argued the authorities must pay their attention to the public health aspects in this industry and must regulate the hairdressing industry since there are many people who are willing to join to the industry even without any appropriate qualification or without proper equipment. The problem in Sri Lanka is that even though there are number of hairdressing salons available in Sri Lanka, there are no special regulations to govern the industry within the country. Further, there are no academic literature relating to the field. This research tries to fill that gap.

For this purpose the research will analyze the primary and secondary data from Sri Lanka, UK and Australia where access to data is possible. International and national sources will be examined. UK and Australia selected as comparative jurisdictions since they own a proper regulatory mechanism to regulate the health and safety practices in hairdressing industry. There are no many countries which does not directly deal with regard to the hairdressers addressing health and safety issues. It could be argued that it is because this is still an emerging area of law. Anyhow, by looking at these different jurisdictions Sri Lanka will be able to learn good practices regarding this emerging area of law.

Currently, there are various statutes and regulations in Sri Lanka which are not directly deal with the industry, but which can be considered as some kind of existing remedies relating to the field. Non-of these remedies mentioned about the qualifications and the standards of the hairdressers and the hairdressing industry. The objective of this research is to find out the gap between the

required regulatory mechanism on the hairdressing industry and the existing remedies relating to the field and suggest recommendations.

Accordingly, the research will firstly analyze the existing remedies relating to the field as follows;

THE EXISTING REMEDIES RELATING TO THE FIELD

There is a National Institute of Occupational Safety and Health (NIOSH) established under the Ministry of Labour and Trade Union Relations. Their mission is to empower through education, trainings, research, and other relevant interventions for preventing and controlling all forms of work-related hazards to ensure safety, health and welfare at work places which is directly assure the safeguard of employees not the consumers.

There are two main options to be taken by the consumers in case of any malpractice they experience. Firstly, they can complain to the Consumer Affairs Authority (CAA) and secondly, they can file a professional negligence case in District Court.

A. COMPLAIN TO THE CAA

Under Section 13 (1) of Consumer Affairs Authority Act No. 9 of 2003, the Authority may inquire into complaints regarding the supply of any services which does not conform to the standards and specifications determined under Section 12. Section 12 states that the Notification published in the Gazette, from time to time, determines such standards and specifications to protect consumer and to ensure the quality of goods or services. According to the interpretation section, i.e., Section 75(b) includes the construction, production, manufacture, supply, storage, maintenance, repair, *treatment, cleaning*, processing or alteration of goods in to the definition of “services”. Hence, it can be argued that the hairdressing clients fall under the definition of “consumers” in the Act. At the same time it can be argued that all the things we do at a hairdressing salon do not come under the term ‘treatment’. At that stage it will be difficult to complain to the CAA as a consumer. In the case of *Shell Gas Lanka Ltd Vs. Consumer Affairs Authority*, Court of Appeal held that when conducting powers vested to the CAA under the Section 13 of the Act, Authority has to implement those powers according to the provisions of the Act. Hence, as the very first step it is necessary to prove that the person can be considered as a consumer under the CAA Act. However, even if a person intends to lodge a complaint at the CAA, it also requires the consumer to file the complaint in writing within three months of the treatment happened.

B. FILE A CIVIL ACTION

When a person acts in the capacity of a professional or she/he is engaged in a task which requires professional skills, they are expected to showcase the degree of competence as that of a reasonable professional in his field of work. Because the society expects higher standard of care from them than an ordinary person. As a result of this if they fail to do so, they will fall in to professional negligence.

Accordingly, if a client undergo a hairdressing under a professional hairdresser, the client can file a case in District Court under professional negligence. Then again there will be a challenge of having to whether the hairdresser is a professional since there are no qualifications required by law to be a professional hairdresser in Sri Lanka. There are no specific criteria to decide qualifications and the skills which a hairdresser is required to possess, unlike in the UK or Australia.

Anyway, to prove professional negligence there should be following requirements;

- 1) The professional owes a duty of care to the client.
- 2) There is a breach this duty by an act of commission or omission by the professional.
- 3) A causal relationship exists between the breaches of duty, and the damaged caused to the client.
- 4) Such act of commission or omission of the professional is in fact what caused the damage or harm to the client.

Standard of care has two elements. The professional/practitioner should possess a minimum standard of skill and apply his skill with reasonable care. The skill refers to the ordinary skill of his art and ability to work in a reasonable and proper manner. This definition of skill is applied to hairdressers as well. (Moore 1959) There are many ways in which negligence can manifest from the part of the hairdresser. For example, it may be a case of a haircut that did not meet the expectations owing to lack of attention by the hairdresser, or because the equipment used were not of the expected standards. Or in another case, the hairdresser may leave an excess amount of chemical on the customer’s hair for more than recommended number of hours. This could damage the hair and sometimes the consumer will lose all or some of his/her hair. And the hairdresser should be more careful when he uses chemicals since it can damage the consumer’s skin as well as it may cause allergic reactions.

In the case *Barnett v. Roberts*, the defendant, was a hairdresser. He was doing hair and scalp treatments for the plaintiff for months. The hairdresser applied "some dangerous and harmful substance" on the plaintiff. Then the head became swollen and blistered, leading to hairfalling out. The defendant was unaware of the character or composition of the substance and its harmfulness. The plaintiff filed a case against the defendant. On the following day, the defendant had stated that she must have used an application which was "too strong". Further, she had promised to pay for the injury and had gave him \$30 on account. Court held that according to the result of her treatment it can be justified that the injury would not have happened without fault on the part of some one. Accordingly, the evidence were enough to prove the negligence against the defendant.

Even in Sri Lanka, it is possible to file a case in District Court of Sri Lanka based on negligence against the hairdressers. But this will take more time to resolve the problem and to give the judgement. Moreover, they have to spend more money throughout the

case. Hence, the people hesitate to file civil cases, and because of these reasons, it is difficult to find reported cases against hairdressers even though there are incidents where professional negligence is involved.

THE NECESSITY OF HAVING A REGULATORY MECHANISM

Even though there are remedies which can be taken by the consumer, these remedies are only to be used when something goes wrong. And also these remedies have their own defects such as time consuming and the difficulties in proving due to the lack of proper regulatory mechanism on hairdressers. For an instance, it is quite difficult to prove professional negligence, if the plaintiff is unable to prove that the hairdresser is a professional. So, it is important to have a proper regulatory mechanism which enables the existing remedies more successful. Furthermore, health and safety is important to anyone from anywhere and prevention is always better than cure. Hairdressing industry is not an exception for this. Hairdressing is an industry where lots of consumers, equipment and chemicals are involved. Hence, there is a possibility of rapid transmitting of social diseases and many other infections. Some treatments and chemicals can cause damages to the skin and the hair of both hairdresser and the customer. Hence, it is important to have at least a minimum knowledge about infection control and to maintain minimum hygiene standards.

According to the field research which was done by the researcher, only 47% of hairdressers clean their hands before approaching to their customers. 98% of them clean their hands after doing a hairdressing which involves chemical while only 54% of them wash their hands if it is a non-chemical hairdressing. 94% of the consumers stated that their hairdressers neither change the head cover of the seat nor wash their hands before the treatment. According to the 88% of the consumers, the hairdressers used very old towels and 76% stated that they have considerably old equipment. There are only 58% salons which are tiled and 72% which sweep at least twice a day. According to these statistics which are available in Sri Lanka, it is a current necessity to have a proper regulatory mechanism which provides minimum health and safety rules. The data was collected from randomly selected hairdressers in the industry and from the consumers who are between age 18-60. Moreover, there are reported incidents in Sri Lanka, where the consumers had to face damages or sometimes they ended up with death because of not having properly managed equipment and/or the negligence.

Further, there are hairdressers engaged in the job which does not require any qualifications according to the prevailing laws in the country. Even though it could be seen as a simple job, it is not. It is a job with a lot of risks involved. For instance, if a non-qualified person does a haircut or hair style as he wants, the appearance of the consumer will be impacted. Moreover, if the hairdresser used equipment which was also used on an infected person or if he used chemical in a wrong way, it could affect the consumer's health and safety. Hence, a professional training on maintaining minimum hygiene and safety standards are key for a hairdresser.

98% of hairdressers agreed that they only know about the tax payment as a law which is relevant to them. If there is a proper regulatory mechanism, consumers will be able to rely on their hairdressers. Because, Hairdressers can show off their qualifications by registering their salon and the consumers can select a hairdresser according to their choice by looking at the hairdressers' registration certificate and the qualification. They will feel safe by adhering to this procedure. Additionally, this will be a proper mechanism to collect data regarding hairdressing industry.

As per the positivist theory of law, "sanctions" plays a major role in law. (Ratnapala 2009). Jurists such as John Austin, H.L.A. Hart and Hans Kelsen have shown different aspects of sanctions. If there is a sanction people do think about their actions further. This method can be used to regulate hairdressers as well. It is possible to have minimum guidelines on qualifications of the hairdressers and the standards of the premises and the equipment. Likewise it is better to have a written regulatory framework that is duly established, rather than giving verbal advices.

THE REGULATORY MECHANISM IN THE UNITED KINGDOM

Every year the National Hairdressers Federation (NHF) and the National Beauty Federation (NBF) of the UK releases statistics giving an overview of the hairdressing, barbering and beauty businesses in each year. According to the published statistics in the year 2018, Industry Statistics for Hairdressing, Barbering & Beauty, there are over 42,000 hairdressings, barbering and beauty businesses in the UK and around 260,000 people work in the hairdressing, barbering and beauty industries. Further, the barbershops, beauty salons and nail bars are in the top ten most popular independent business start-ups. Unfortunately, beauty therapists, hairdressers and barbers have some of the highest rates of work-related skin disease in the UK. This proves the necessity of having a proper regulatory mechanism which can address the health and safety aspects of the industry.

UK has a better regulatory mechanism specially for hairdressing industry since 1964, promulgated by the Hairdressers (Registration) Act 1964. There is a broad interpretation to the hairdressing under the Act, i.e., "hairdressing" means shaving, cutting, shampooing, tinting, dyeing, bleaching, waving, curling, straightening, setting, or dressing of the hair, upon the scalp or face, with or without the aid of any apparatus or appliance, preparation or substance; the hand or vibro massage of the scalp or face. It is important to have an interpretation Section when deciding issues in a court of law. The Hairdressing Council has been established under the Hairdressers (Registration) Act 1964. This Council is important in terms of safeguarding the hairdressing industry. Section 2 of the Act states that the registration for the hairdressers is compulsory. Accordingly, the names, addresses, qualifications and such other particulars as may be prescribed of all persons who are entitled under the provisions of the Act to be registered therein and who apply in the prescribed manner to be so registered, and the form of hairdressing which such persons are qualified to practice. Hence, there will not be any hairdresser who is not registered under the Act and it will make

easy to manage the industry and collection of data in the industry. And also, this will help to prove that the particular hairdresser is a 'professional'. The Act itself mentions the qualifications for registration under the Section 3. As a result, every hairdresser should have a period of apprenticeship; or have attended a course of training approved by the Council under section 4 of the Act conducted at an institution so approved or partly at one such institution and partly at another or others; and has attained a reasonable and sufficient standard to qualify him to practice the form of hairdressing in respect of which he makes the application. Then, the Council shall issue him a certificate of registration. In this way court can decide any professional negligence case regarding a hairdresser because the standard for a "professional hairdresser" has been established. According to the Section 7, the Hairdressing Council shall cause the register to be published as often as they think fit. This will create public awareness and ensure the right to information. Public will know the qualified hairdressers and their qualifications as well. If something goes wrong, they can provide these documents as valid evidence in a court of law.

Section 8 of the Act states that the Hairdressing Council shall set up two committees to be known as the investigating committee and the disciplinary committee. And these committees will be able to establish public health and safety. Investigating Committee has a duty to conduct preliminary investigations into any case where it is alleged that a person registered by the Hairdressing Council is liable to have his name removed from the register, and of deciding whether the case should be referred to the disciplinary committee; and then the disciplinary committee shall be charged with the duty of considering and determining any case referred to it by the investigating committee. This will help to reduce the number of court cases and the time of both consumer and the hairdresser. In Sri Lanka, there is no such kind of institution which can handle the grievances as well as complaints and resolve them in an Alternative Dispute Resolution mechanism other than the court.

There are situations where the registered hairdressers will be removed from the register for crime by the disciplinary committee under the Section 9 of the Act. These situations are as follows; (a) convicted by any court in the United Kingdom of a criminal offence, (b) guilty of serious negligence in any professional respect; or (c) fraudulently entered the name on the register maintained by the Hairdressing Council. If the hairdresser is found guilty, they have to deliver up to the Council his certificate of registration under the Section 10. Almost all professionals such as Attorneys-at-Law and the doctors also have to face this kind of disciplinary actions based on the gravity of the offence they committed. Hence, this is an interesting provision which converts the hairdressers to responsible professionals. This will not only protect the client, but also added value to the hairdressing industry since it will appear as a 'profession' than a mere occupation.

Even though the Council has much power on the hairdressers they shall have no powers as regards negotiating questions of service, charges, wages or conditions of employment of hairdressers as between employer and employees or otherwise. Section 14 of the Act has clearly mentioned this. This section will give freedom to the hairdressers with regard to their profession.

THE REGULATORY MECHANISM IN AUSTRALIA

In Australia, there are various rules and regulations regarding hairdressing industry. This research focusses on Norfolk Island and South Australia.

NORFOLK ISLAND

There is a Health (Hairdressers) Regulations to regulate healthy practices in hairdressing industry in Norfolk Island. The Regulation interprets "hairdresser" as a person who, for pay or reward, shaves, cuts, trims, arranges, cleanses, dresses, waves, curls, singes, bleaches, tints, colours or in any other way treats the hair or beard of a person and the "hairdressing establishment" means any premises where a person carries on business as a hairdresser, but does not include a hospital. While the UK Act interprets the "hairdressing", i.e. the act, this regulation has interpreted the person and the place. According to this interpretation 'a person who treats the hair o beard of a person' also consider as a hairdresser. In this sense it can be argued that the hairdressing can be consider as 'treatment' in the CAA Act in Sri Lanka. But, it should be noted that we can provide this only as a persuasive authority not as a biniding authority.

Section 4 of the Act is strict on the industry; a person shall not use premises as a hairdressing establishment unless those premises are registered. Further, under the Section 6 (6), the executive member may at any time cancel the registration of premises if the occupier or any person in the employment of the occupier is convicted of an offence under these regulations; or an offence under the Health Act 1913 committed on the premises; if the occupier ceases to carry on the business of a hairdresser on the premises; or if the occupier so requests. This section has covered not only this regulation, but also other health legislations as well. Therefore, the hairdresser is bound to adhere to the health and safety statutes in the country and to ensure the health and safety for their clients. It can be observed that they have given a highest priority to health and safety aspects in the industry.

Unlike the UK Act, Norfolk Island regulation mentions about the facilities as well. Accordingly, the occupier of a hairdressing establishment shall provide in the establishment one or more suitable and efficient wash basins fitted with effective waste pipes suitably trapped and vented; cause an adequate supply of hot and cold clean water to be provided in the establishment while it is open for business; cause a sufficient supply of towels, nail-brushes and soap to be available at all times in the establishment for the exclusive personal use of persons employed or working in the establishment; and cause all walls, floors, floor coverings, shelves, fittings, furniture and appliances that are in any way used in or connected with the business of the establishment to be maintained in good order and in a thoroughly clean condition and etc. under the Section 7. Not like the other services, hairdressing is inherently bound with the facilities provided. Moreover, the Act pays attention to the requires standard of cleanliness that a hairdresser should maintain, in section 8. Hence, the hairdresser shall immediately before attending to a customer, thoroughly clean his hands with soap and clean water; and at all times while attending to a customer, wear a clean coat or overall without external pockets. There are many more health tips given to the hairdressers to provide healthy and safe service

to the customer. These health tips will uphold the public health standards in the country. In contrast, as per the answers given by the consumers and the hairdressers in Sri Lanka, it was clear that they do not adhere to similar safety and hygiene standards. The Section 9 states that the head rests should be covered. The hairdresser must use clean towels, clothes etc. and clean water for shaving under section 10 and 11, respectively. But, Sri Lankan consumers noted their hairdresser neither change the head cover nor use new or clean towels. Section 12 mentioned that the hairdresser shall not shave a customer, or wash a customer's hair or beard, with soap that is not in liquid, cream or powder form. The hairdresser shall not, for the purpose of arresting bleeding from a customer, use a styptic otherwise than in liquid or powder form and on sterile cotton wool under the Section 14. These sections are very important for health and safety since these will reduce the chance of spreading infections and/or diseases.

Section 16 is also crucial as it says that the hairdresser shall cause each article referred to in this Regulation to be disinfected in the manner prescribed in relation to that article by this Regulation each day the article is used – before it is so used; and immediately after the article is used on or in relation to a customer. And the other subsections of this section provides the methods of disinfection all the articles. According to the answers given by the Sri Lankan hairdressers 60% of them clean the articles daily. Others do this only after they used these articles.

Section 17 and 18 is about diseases. Where a hairdresser has reason to believe that a customer is suffering from a contagious disease, contagious skin rash or contagious skin eruption, the hairdresser shall, immediately after attending to the customer, all articles (other than those referred to in paragraph 17(b)) brought into contact with the hair, beard or skin of the customer to be immersed for 5 minutes in a disinfecting solution or boiling water; and all towels, cloths, neck protectors and similar articles used on the customer, and the coat or overall worn by the hairdresser while attending to the customer, to be immersed for 10 minutes in a disinfecting solution or boiling water or to be destroyed according to Section 17. If the hairdresser is suffering from a contagious disease, contagious skin rash or contagious skin eruption shall not attend to a customer under Section 18. The Regulation interprets “disinfecting solution” as a solution of disinfectant with a bactericidal strength at least equal to that of a 5% solution of carbolic acid. Public health is more important to any country. These clauses therefore enables a delivery of safe hairdressing practices ensuring public safety, through the articulation of simple and clear steps.

SOUTH AUSTRALIA

South Australia has a Guideline on the Public Health Standards of Practice for Hairdressing and it provides appropriate information to the hairdressing industry on such issues as infection risk, decontamination of equipment, disinfectants, operator hygiene and maintenance of cleanliness standards for hairdressing premises, to assist hairdressers in meeting their general duty under the South Australian Public Health Act 2011 to prevent or minimize any harm to public health causing from their activities. Further, the Guideline provides best practices on the areas such as risk minimization, cleanliness, hygiene, disinfection inspections and etc. These inspections will generally be performed on a routine basis. If there were any complaints, there will be additional inspections.

Moreover, under the Section 47 of the Public Health Act, Authorized Officers have the power to serve notices to the owner or other responsible person, enter and inspect the premises at reasonable times, make inquiries, ask questions, examine, inspect and test equipment, take samples, take photographs and videos, require records to be produced and examine and copy the records. There are various laws and guidelines which needs to be read with this guideline. For an instance, this has to be read along with the Guidelines on the Safe and Hygienic Practice of Skin Penetration where sterilization of equipment is required, or where a hairdressing salon also offers skin penetration procedures (including waxing, pedicures and permanent makeup). According to the guideline, single-use disposable gloves must be worn if the procedure involves skin penetration.

Operators should take steps to minimize the risk of transmission of blood-borne and other infectious diseases to clients and themselves by adopting the infection control techniques and procedures outlined in section 3 of the Guideline. Section 4 of the Guideline provides information on other hygienic practices to use including hand washing techniques, general hand care, and animals in hairdressing premises and checking for head lice. Section 5 of the Guideline provides a guide on cleaning requirements for equipment commonly used in the hairdressing industry.

Mobile hairdressers and those that work from home must ensure that cleanliness of equipment and personal hygiene standards are also maintained. The owner, operator or occupier of the premises must take reasonable steps to ensure that they do not create a public health risk. According to the South Australian Public Health (General) Regulations, they should dispose the waste in a safely manner at least once per week, a suitable rubbish bin must be provided for the containment of soiled tissues, paper, swabs, disposable products and other wastes.

It can be argued that South Australia has combined their laws relating to the hairdressing industry with many other laws to strengthen the field.

CONCLUSION AND RECOMMENDATIONS

To conclude, it can be observed that Sri Lanka just like the most of other developing countries does not have a proper regulatory mechanism on hairdressing industry to improve health and safety practices even though it is one of the most important field in everyone's day-today life. There are very few remedies available to consumers, and they too are only if something goes wrong. And also these remedies do not specially focus on health and safety practices in the industry. At the same time, there is a possibility of these remedies will become useless because of the lack of a regulatory mechanism. Countries like the UK and Australia have introduced proper methods to regulate this industry in a manner which improves health and safety practices. These countries have covered all the areas of hairdressing industry by using different wordings and sections. Sri Lanka does not need to copy-paste all these regulations. Instead, Sri Lanka can observe pros and cons of these existing laws in other countries

and adopt a mechanism which is most suitable for its socio-economic background. As a guideline the research will introduce following recommendations to implement.

Firstly, there needs to be an institution to register and issue certificates to the hairdressers in Sri Lanka which is governed by a Parliament Act, and this Act should define the “hairdresser” and/or “hairdressing” for the purpose of the Act since Sri Lanka does not have a proper definition in the field. This will help to identify a ‘professional hairdresser’ when it comes to case law. All the hairdressers must be registered under the institution if they want to practice inside the country. This institution could be established under the Labour Department as a sub division. This institution can issue a license to the premises where hairdressing happens, once they observed the condition of the premises and the articles. This license should be renewed at least once a year. The institution can grant Grades as A, B, C according to the quality and the standard of the premises and the services. The institution should draft minimum standards and a waste management policy regarding the places where hairdressing happening. These premises should have at least minimum facilities, and clean equipment. It should be a must to ensure the cleanliness within the premises. In this manner the institution can monitor the hairdressers and this will uphold the quality and the standards of the industry. People will be able to directly complaint to this institution regarding hairdressers without wasting their time in courts.

For this purpose, the institution should have a disciplinary committee to where the general public can complain regarding any matter relating to the registered hairdressers and this committee should follow a reasonable and unbiased procedure to decide the matter. If the hairdresser found guilty, the license would be revoked for 3 months or a year or life time depending on the gravity of the fault.

Every hairdresser should earn qualifications from a recognized institution by the Act to be qualified as a hairdresser or else they should have done a period of apprenticeship under a person or an institution recognized by the Labour Department. These hairdressers should practice healthy practices like in the UK and Australia to ensure public health. Finally, the institution can draft a code of good practices to be followed by the hairdressers in Sri Lanka.

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