



## NOTICE TO COMPLY

CU-19699899-05212025

|                   |   |                        |                |
|-------------------|---|------------------------|----------------|
| Institution Name: | CR'U Institute of Cosmetology & Barbering                   | Institution Telephone: | (714) 894-3366 |
| Institution Code: | 19699899  | Administrator Name:    | Seth Caplan    |
| Street Address:   | 11889 Valley View Street, Suite C<br>Garden Grove, CA 92845 | Inspection Date:       | May 21, 2025   |

The Bureau for Private Postsecondary Education (Bureau) issues this Notice to Comply pursuant to California Education Code (CEC) section 94935 and Title 5 of the California Code of Regulations (5 CCR) section 75010.

California Private Postsecondary Education Act: [https://www.bppe.ca.gov/lawsregs/ppe\\_act.pdf](https://www.bppe.ca.gov/lawsregs/ppe_act.pdf)  
Title 5 of the California Code of Regulations: <https://www.bppe.ca.gov/lawsregs/regs.pdf>

| Violation | Code Section Violated                                     | Description of the violation and required correction.  |
|-----------|---|--|
| 1         | CEC § 94909 (a)(11)                                       | <b>Violation Description:</b> The institution's 2024-2025 catalog failed to include a statement specifying that, if a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.<br><br><b>Correction:</b> The institution shall include the above-mentioned statement in its catalog, pursuant to CEC § 94909 (a)(11). |
| 2         | CEC § 94909 (a)(8)(B) in conjunction with CEC § 94919 (d) | <b>Violation Description:</b> On page 21 of the institution's 2024-2025 catalog under the "Institutional Refund Policy", contains an unenforceable statement regarding the deduction of equipment within the cancellation period. The statement does not comply with CEC § 94919 (d).<br><br><b>Correction:</b> The institution shall update the refund and cancelation policy in its catalog. The policy must                                     |

| Violation | Code Section Violated                                  | Description of the violation and required correction.   |
|-----------|--|---|
|           |  | demonstrate compliance with CEC § 94909 (a)(8)(B) and CEC § 94919 (d).  |
| 3         | 5 CCR § 71810 (b)(14) in conjunction with CEC § 94907  | <p><b>Violation Description:</b> The institution's grievance procedure policy on page 3 of the 2024-2025 catalog, states "Students must exhaust the institution's internal complaint process before submitting the complaint to the school's," this policy does not comply with CEC § 94907. In accordance with CEC § 94907, an institution shall not require a student to invoke an internal institutional dispute procedure before enforcing any contractual or other legal rights or remedies.</p> <p><b>Correction:</b> The institution shall update its grievance procedure policy in the catalog to comply with CEC 94907, pursuant to 5 CCR § 71810 (b)(14).</p> |
| 4         | CEC § 94911 (e)(2) in conjunction with CEC § 94919 (d) | <p><b>Violation Description:</b> On page 2 of the institution's enrollment agreement, under the "INSTITUTIONAL REFUND POLICY", contains an unenforceable statement regarding the deduction of equipment within the cancellation period. The statement does not comply with CEC § 94919 (d).</p> <p><b>Correction:</b> The institution shall update the refund and cancelation policy in its enrollment agreement. The policy must demonstrate compliance with 94911 (e)(2) and CEC § 94919 (d).</p>   |
| 5         | CEC § 94911 (g)(1)(2)                                  | <p><b>Violation Description:</b> The institution's enrollment agreement is missing the specific statements regarding if the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan.</p> <p><b>Correction:</b> The institution shall update the enrollment agreement to include all parts of the specific statements, pursuant to CEC § 94911 (g)(1)(2).</p>  |
| 6         | CEC § 94913 (a)(5)                                     | <p><b>Violation Description:</b> The institution failed to post on its website, a link to the institution's most recent annual report submitted to the Bureau. According to Bureau records, the most recent annual report submitted is the <a href="#">2023 Annual Report</a>.</p>  |


| Violation | Code Section Violated | Description of the violation and required correction.  |
|-----------|-----------------------|--|
|           |                       | <b>Correction:</b> The institution shall update its website to include a link to the institution's 2023 Annual Report, pursuant to CEC § 94913 (a)(5). |

Pursuant to 5 CCR section 75010(d), the Institution may do either of the following:

- (1) Within 30 days from the date of the inspection, sign and return the notice to comply, declaring under penalty of perjury that the violation was corrected and describing how compliance was achieved; or
- (2) Within 30 days from the date of the inspection, file with the Bureau a written notice of disagreement, specifying the minor violations described in the notice to comply with which the person approved to operate the institution disagrees, and appealing it by requesting an informal office conference. If a written notice of disagreement is not timely filed with the Bureau, the right to appeal is deemed to have been waived.

**Pursuant to CEC section 94935(h), failure to comply with the notice to comply will result in the Bureau taking appropriate administrative enforcement action.**

The Notice to Comply was given to the Institution's owner, person in control, chief academic officer, chief executive officer, chief operating officer, institution director, or any person delegated by any of the aforementioned persons to facilitate the inspection or accept such notice as set forth below.

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|---|---|
| Notice To Comply Given To Name & Title: | Seth Caplan, CEO  |
| Bureau Compliance Analyst Name:         | Gema Fider  |
| Bureau Compliance Analyst Signature:    |  |

## NOTICE TO COMPLY DECLARATION

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|                   |   |                        |                |
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I declare under penalty of perjury that each violation identified in this Notice to Comply has been corrected and attached with this declaration is evidence to support the correction of each violation identified.

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Signature

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Date

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Print Name and Title