

## INSTRUCTIONS AND NOTICE OF PROCEDURES FOR FILING A COMPLAINT

The Arizona State Board of Funeral Directors and Embalmers upon receiving a request to investigate the actions of one of the Board's licensed individuals or establishment may return the form completed and include any supporting documentation to the Board office at the address listed on the form. **Please do not submit your request to file a complaint until you have assembled all supporting documentation and completed in its entirety the complaint form. At this time the entire packet can be submitted at one time to avoid delays in the investigative process.**

Upon receipt, the case will be assigned for investigation. A copy of the complaint filed for investigation will be forwarded to the licensed establishment or licensee who is the subject to the investigation. The licensee shall provide a written statement no later than 15 days from the date the Board mails the notice of the complaint. After receiving the written response from the licensee, a copy of the response will be mailed to the complainant for rebuttal. Once the rebuttal is received by the board this information will be included in the investigation along with interviews from both parties and witnesses. Upon completion of the investigation you will be mailed a notice to appear before the board along with the licensee involved.

At the Initial review following discussion and deliberation by the board the complaint may be dismissed or the licensee issued a letter of concern which is non-disciplinary. If it appears that grounds for disciplinary action may exist, the board may either request an informal interview with the licensee or may issue a notice of a formal hearing. The informal or formal hearing will not begin for at least another fifteen days pending receipt of the notice of the hearing. You will be requested to appear once again for the informal or formal hearing and all parties involved will be sworn in and the proceedings will be recorded and transcribed. The board may take any or parts of the following actions.

1. Dismiss the case.
2. Issue a non-disciplinary Letter of Concern
3. Issue a letter of censure or reprimand following an informal or formal hearing.
4. Impose probationary terms to protect the public and to rehabilitate or educate the licensee following an informal or formal hearing.
5. Include temporary suspension of a license for a period of not more than thirty days following an informal interview and ninety days following a formal hearing.
6. Impose a civil penalty not more than one thousand dollars for each violation following an informal interview and three thousand dollars following a formal hearing.

7. Suspend a license for not more than ninety days for a first offense and not more than one hundred eighty days for a second offense following a formal hearing.
8. Revoke a license following a formal hearing.

The State Board of Funeral Directors and Embalmers have the responsibility to protect the public and is committed to act as fairly and expeditiously as possible on all investigations of matters within its jurisdiction. If you have any questions, please contact the Board at 602-542-3095.

In many cases problems arise from miscommunications and or a lack thereof. If you feel this is the problem we recommend that you contact the Responsible Funeral Director at the establishment.

**Please note that the board does not have jurisdiction within the following areas:**

1. Complaints relating to cemeteries and cemetery pre-arranged burial plans.
2. Complaints relating to pre-arranged insurance plans.
3. Complaints concerning how much an establishment charges unless deceptive prices were utilized and not listed accordingly on the General Price list.
4. Complaints about organizations responsible for body donations.
5. Complaints about removal/transportation companies that are privately owned.
6. Complaints regarding escort services.

# The Arizona State Board of Funeral Directors and Embalmers

1400 West Washington, Room 230; Phoenix, Arizona 85007; (602) 542-3095; FAX (602) 542-3093

## COMPLAINT QUESTIONNAIRE

Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

Your telephone number:        *home:* \_\_\_\_\_ *work:* \_\_\_\_\_

Your relationship to the deceased: \_\_\_\_\_

Name of funeral home: \_\_\_\_\_

Name of funeral director: \_\_\_\_\_

Name of deceased: \_\_\_\_\_

Date of death: \_\_\_\_\_        Date of funeral: \_\_\_\_\_

*Please answer the following questions: (circle yes or no)*

1. Did the funeral director provide the GPL, or if caskets or containers were discussed, the CPL/OBCPL, prior to initiating funeral arrangements?        yes    no  
(General Price List; Casket Price List; Outer Burial Container Price List)
2. Did you or another family member authorize embalming? (if embalming occurred)    yes    no
3. Did you or another family member sign all applicable contracts?        yes    no
4. Were you given a pamphlet entitled *Consumer Guide to Az. Funerals Information*?    yes    no
5. WILL YOU TESTIFY UNDER OATH IN A FORMAL HEARING IF THIS COMPLAINT IS CONTESTED?        yes    no

ON SEPARATE SHEETS OF PAPER state the facts surrounding your complaint (tell the story of what happened) including:

1. Names of mortuary personnel involved.
2. Locations where interviews took place.
3. Names, addresses and phone numbers of witnesses.
4. What you would like as a resolution for this complaint.

Attach:

1. A copy of the funeral contract that you signed (Statement of Goods and Services).
2. Copies of any other funeral arrangement papers and/or insurance documents.
3. Copy of the death certificate.

By my signature I affirm that the above facts are true and accurate to the best of my knowledge and request that the Board investigate this complaint.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_