



COMPLAINT RESOLUTION/INFORMATION INQUIRY FORM

The Cemetery Consumer Service Council (CCSC) is a private, non-profit industry-sponsored association (not a Government agency) dedicated to assisting consumers and their families in resolving disputes or seeking information that involves cemeteries. CCSC offers these services without charge in conjunction with its 40 State CCSC committees.

INSTRUCTIONS

1. If you have a complaint or need specific information, please first contact the Cemetery Manager directly. Our experience as well as that of other groups such as Better Business Bureaus and government agencies is that problems are often settled promptly when families simply call the cemetery.
2. When filling out this form, please type or print clearly.
3. Make sure to complete every section of the form and sign and date where indicated on Page 2.
4. You may attach copies of supporting documents to the form. Do not send originals.
5. Mail or fax the completed form and any attachments to CCSC at the above address.
6. If you have any questions, please call CCSC at the above phone numbers.

CONSUMER REQUESTING ASSISTANCE

TYPE OF REQUEST COMPLAINT RESOLUTION INFORMATION INQUIRY

LAST NAME	FIRST NAME	MIDDLE INITIAL
STREET ADDRESS – PO BOX	CITY/STATE	ZIP CODE
DAYTIME PHONE	E-MAIL ADDRESS	

CEMETERY OF COMPLAINT/INQUIRY

NAME OF CEMETERY	BUSINESS PHONE	
STREET ADDRESS	CITY/STATE	ZIP CODE

STATUS OF REQUESTED ACTION

Have you discussed this matter directly with the cemetery?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Have you referred this matter to any government agency?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Name of Agency: _____		
Has legal counsel been retained?	YES	NO

PLEASE GO TO NEXT PAGE →

STATEMENT OF COMPLAINT/INFORMATION INQUIRY (PLEASE TYPE OR PRINT CLEARLY)

Write a concise but detailed explanation of your complaint/inquiry. You may attach additional pages. Please attach a detailed explanation of your complaint/inquiry and be specific, using important dates in chronological order, names of cemetery personnel, names of space or merchandise owners, burial location, etc. Please attach copies of documents, such as contracts, deeds of ownership, bills, cancelled checks and photographs that support your explanation. **DO NOT SEND ORIGINAL DOCUMENTS.**

PREFERRED RESOLUTION – State the resolution of the complaint that you would prefer.

SIGNATURE OF CONSUMER

The information I have supplied on this Form and any attached documents is true and accurate. I understand that my participation is voluntary and that I may terminate my participation at any time and reject the recommendations of CCSC.

Signature: **X**

Date Mailed:

PROCEDURES FOR PROCESSING COMPLAINTS/INQUIRIES

1. Within 10 days after receipt, the CCSC will send a copy of your Complaint/Inquiry Form to the respective State CCSC to be forwarded to the named cemetery operator. If your State does not have an operating State CCSC, the National CCSC will forward a copy of the form to the most appropriate State government consumer protection agency, which will be asked to assume the functions of a State CCSC for mediation purposes.
2. The cemetery operator will be given 20 days to contact you and try to resolve your concerns. Experience has shown that most disputes are settled through discussions between consumers and operators at this stage.
3. If the State CCSC has not received written acknowledgement from the cemetery operator that the complaint has been resolved, it may offer to mediate the dispute by working with the parties for a 30-day period. This period, and any other, may be extended by agreement of the parties.
4. If there is no agreement reached, the State CCSC will notify the National CCSC in writing that the complaint resolution has not been successful. The National CCSC may choose to offer its own good offices to advance discussions by notifying all parties. If the National CCSC elects not to proceed, or all CCSC program efforts ultimately prove unsuccessful, it may notify the consumer what recourse, including private legal counsel and government agencies, is still available.

CCSC'S OPERATING POLICIES

By offering and participating in the complaint resolution/information inquiry process, the CCSC, its State CCSC committees, officers and employees are not providing legal advice nor offering binding arbitration. CCSC and its State CCSC committees are acting as neutral parties to help reach mediated resolutions of disputes between consumers and cemetery operators. The recommendations, findings and conclusions made in any resolution effort by CCSC or its State CCSC committees shall be considered components of an informal mediation process, and their use in any legal or regulatory action or proceeding shall not alter but be subject to the applicable laws of the respective jurisdiction. The CCSC will distribute copies of this form with attachments to the cemetery named in the complaint/inquiry and to the appropriate State CCSC, or, in its absence, the most appropriate State consumer protection agency. The CCSC and its member State CCSCs will not impose their judgment on any party but pledge their best efforts to facilitate dispute resolutions acceptable to all.

