



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

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