

**CEMETERY CONSUMER SERVICE COUNCIL
COMPLAINT AND INQUIRY FORM**

1. Person Making Complaint:

2. Cemetery Involved:

Name

Name

Address

Address

Phone

Phone

3. Describe in reasonable detail the nature of your complaint or inquiry. To the maximum extent possible, try to be specific about such things as appropriate dates, the names of people involved and the nature of the problem. Also, please indicate if you spoke to responsible officers of the cemetery. Your complaint or inquiry *will* be processed, even if you do not remember specific details, such as the names of the persons involved. However, we will be better able to assist you if this information is provided. Attach copies of any documents or material that you feel might be relevant and helpful.

4. Signature of person making complaint or inquiry: _____

5. Date this form is mailed: _____

6. The complaint has/has not (strike out incorrect phrase) been satisfactorily resolved.

Signature of person making complaint or inquiry and date:

Signature

Date

7. If you have any questions, our telephone number is 703-391-8407.

8. COMPLETE AND RETURN THIS FORM TO:

Cemetery Consumer Service Council
PO Box 2028
Reston, VA 20195-0028

OUTLINE OF PROCEDURES

1. A copy of the complaint or inquiry shall be sent to the cemetery operator involved within ten days of receipt.
2. The cemetery operator has twenty days from the date the notice of the complaint was mailed to him to resolve the matter to your satisfaction. (It is anticipated that many disputes will be resolved as a result of discussions between the cemetery operator and the consumer.)
3. If the state cemetery consumer service committee has not received notification that the complaint or inquiry has been satisfactorily resolved, then it shall initiate conciliation efforts within twenty days after notice was mailed to the cemetery operator. The state committee shall have thirty days thereafter within which to resolve the complaint or inquiry. If the matter is not so resolved, the committee shall issue a report containing its recommendations on the matter within ten days thereafter, a copy of which shall be provided to you.
4. If the person making the complaint or inquiry or the cemetery operator is not satisfied, such person shall have the right to appeal the recommendation of the state committee to the national Cemetery Consumer Service Council (CCSC) within fifteen days after receipt of the state report. Additional written statements may be filed with the CCSC by the consumer or cemetery operator within ten days after receiving notice from the CCSC that the issue has been appealed. The CCSC will appoint at least one representative to review the record (written submissions) and render a recommendation within ten days after the deadline for submitting additional written statements. The consumer or cemetery operator may appeal the recommendation to the full CCSC within ten days of receipt of such recommendation. The decision of the full CCSC will be the final step in the process.
5. If, at any stage, the person making the complaint or inquiry is satisfied with the recommendation of the state committee or the CCSC, and the cemetery operator refuses to accept such recommendation, the state committee or the CCSC, as the case may be, shall make available its recommendation and the testimony of its personnel in any proceeding which the person making the complaint or inquiry desires to bring.
6. It shall be the responsibility of the cemetery operator to obtain written acknowledgment from the person filing the complaint or inquiry that the complaint or inquiry has been resolved satisfactorily if such agreement is reached within twenty days after receipt of the notice of complaint. It shall be the responsibility of the state committee to obtain the written acknowledgment once its conciliation efforts have been initiated. However, if no appeal is filed with the CCSC within the periods of time set forth above, the CCSC believes that the matter has been satisfactorily resolved in the absence of notification to the contrary. Such letter shall be accompanied by a written reply postcard for the person filing the complaint or inquiry to indicate whether additional action is or is not required.
7. Any of the time periods may be extended by agreement of all of the parties.
8. Upon request of the cemetery and the consumer that they wish to submit the matter to binding arbitration, the state committee will assist in efforts or arbitrate the dispute in accordance with the rules of the American Arbitration Association.