



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.  
**Cemetery and Funeral Bureau**  
 1625 N. Market Blvd., Suite S-208, Sacramento, CA, 95834  
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# COMPLAINT FORM

PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

PERSON FILING COMPLAINT (COMPLAINANT):			COMPLAINT FILED AGAINST (RESPONDENT):			LICENSE/REG. NO IF KNOWN		
ADDRESS (NUMBER) (STREET) (APT)			ADDRESS (NUMBER) (STREET)					
(CITY) (STATE) (ZIP CODE)			(CITY) (STATE) (ZIP CODE)					
PHONE WHERE YOU CAN BE REACHED: M-F 8am-5pm			PHONE NUMBER					
(AREA CODE)			(AREA CODE)					
HOME PHONE			PERSON(S) WHOM YOU DEALT WITH:					
(AREA CODE)								

PLEASE SPECIFY TYPE OF COMPLAINT:

Cemetery  Funeral

DATE INDICENT OCCURRED:

BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC--WHO, WHAT, WHEN, WHERE, HOW): (Use additional paper if needed)

HAVE YOU FILED THIS COMPLAINT WITH ANY OTHER ORGANIZATION OR GOVERNMENT AGENCY? IF YES, PLEASE PROVIDE: NAME OF AGENCY, NAME OF PERSON HELPING YOU, TELEPHONE NUMBER, CASE NUMBER:

WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?

READ THE FOLLOWING BEFORE SIGNING BELOW

**The Bureau will not return any documents you submit with this complaint, back to you. Nor will the Bureau make copies of your originally submitted document(s) to return to you for your records. Please make any copies you may need of the documents before submission to the Bureau.**

I HEREBY CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE ABOVE STATEMENTS ARE CORRECT.

SIGNATURE

DATE

(see reverse side)

**JURISDICTION:** The Cemetery and Funeral Bureau licenses, regulates, and investigates complaints against:

- **Private and Fraternal Cemeteries and Cemetery Managers**
- **Crematories and Crematory Managers**
- **Cemetery Brokers and Cemetery Salespersons**
- **Cremated Remains Disposers**
- **Funeral Establishments and Funeral Directors**
- **Embalmers and Apprentice Embalmers**

**The Bureau does not license cemeteries operated by: religious organizations; cities, counties, or cemetery districts; the military; Native American tribal organizations; or other groups. If you don't know who regulates the cemetery you're working with, ask the cemetery manager.**

## **NOTICE ON COLLECTION OF PERSONAL INFORMATION**

### **Collection and Use of Personal Information**

The Department of Consumer Affairs (Department) and the Cemetery and Funeral Bureau (Bureau) collect the information requested on this form as authorized by Business and Professions Code sections 325 and 326 and the Information Practices Act. The Department and the Bureau use this information to follow up on your complaint.

### **Providing Personal Information is Voluntary**

You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

### **Access to Your Information**

You may review the records maintained by the Bureau that contain your personal information as permitted by the Information Practices Act. See below for contact information.

### **Possible Disclosure of Personal Information**

We make every effort to protect the personal information you provide us. However, in order to follow up on your complaint, we may need to share the information you give us with the business you complained about or with other government agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act request (Government Code Section 6250 and following), as allowed by the Information Practices Act (Civil Code Section 1798 and following):
- To another government agency as required by State or Federal law; or,
- In response to a court or administrative order, a subpoena, or a search warrant.

### **Contact Information**

For questions about this notice or access to your records, you may contact the Custodian of Records, Cemetery and Funeral Bureau, at 1625 North Market Boulevard, Suite S-208, Sacramento, CA 95834, by phone at 916.574.7870 or by e-mail at [emailcfb@dca.ca.gov](mailto:emailcfb@dca.ca.gov). For questions about the Department's Privacy Policy, you may contact the Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by phone at (800) 952-5210, or by email at [dca@dca.ca.gov](mailto:dca@dca.ca.gov).