



ILLINOIS CEMETERY CONSUMER ADVOCATE COMMITTEE
COMPLAINT AND INQUIRY FORM
 ILLINOIS CEMETERY AND FUNERAL HOME ASSOCIATION

1. PERSON MAKING COMPLAINT/INQUIRY: 2. CEMETERY, FUNERAL HOME, OR CREMATORY INVOLVED:

Name

Name

Address

Address

City, State, Zip

City, State, Zip

Phone Number

Phone Number

E-mail

3. HAVE YOU BEEN IN CONTACT WITH THE CEMETERY/CEMETERY MANAGER DIRECTLY REGARDING THIS MATTER? YES NO

4. 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, funeral home, or crematory. 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 materials that are relevant and helpful. (contracts, receipts, documentation of phone calls, etc.) Use extra paper if necessary. Pictures are especially useful. **(NOTE: Do not send original documentation, as materials will not be returned.)**

5. How would you like the complaint/inquiry to be resolved? _____

6. Signature of Person making complaint/inquiry:

Signature

Date

7. If you have any questions, our telephone number is: **866-758-7731 (fax: 866-758-7732).**

8. COMPLETE AND RETURN THIS FORM TO: **ILLINOIS CEMETERY & FUNERAL HOME ASSOCIATION**
ATTN: CONSUMER ADVOCATE COMMITTEE ♦ 14608 John Humphrey Dr. ♦ Orland Park, IL 60430-8643

The ICFHA's Consumer Advocate Committee is an association sponsored consumer assistance committee and association members volunteer their time and experience to answer consumer inquiries and to informally help resolve complaints. Participation in the ICFHA's Consumer Advocate Committee is voluntary for both the consumer and the cemetery, and there is no fee for our assistance. However, we have no power to force the settlement of a complaint.