

The International Conference of Funeral Service Examining Boards

Board Complaints: Soup to Nuts

Wednesday February 24, 2021

11:30am-12:30am CT

Panelists

Cheryl Grossman,

OH Board of Embalmers & Funeral Directors

Nicole McClendon,

DC Board of Funeral Directors

Ellen Simon,

FL Division of Funeral, Cemetery, and Consumer Services



Overview of Regulatory Structure



Department?

Stand alone?

Composite?

Charge

- Curious as to how other states and jurisdictions handle disciplinary cases and other complaints? Hear from a panel of experts as they detail the process within their state and offer tips.

Fundamental Issues

- Complaint defined?
- How initially processed?
- Initial determinations...who decides?
 - Within board authority
 - Dedicate resources to investigate
- Who investigates?

Notice to Licensee/Respondent

- When does the licensee/respondent receive notice of complaint?
- How? Written correspondence? Is the complaint letter attached? Any information redacted? (Such as name of complainant).

