

The Nova Scotia Board of Registration of Embalmers and Funeral Directors

168 Hobsons Lake Drive, Suite 301, Beechville, Nova Scotia B3S 0G4

Telephone: (902) 407-6001 • executivemanager@nsbrefd.com • www.nsbrefd.com

Nova Scotia Board of Registration of Embalmers and Funeral Directors Complaint Form

Section A. Purpose of this form:

The Board of Registration of Embalmers and Funeral Directors is responsible for investigating complaints against licensed funeral directors, embalmers, apprentice funeral directors, or apprentice embalmers that allege non-compliance with the Embalmers and Funeral Directors Act and the Embalmers and Funeral Directors Regulations. Complaints must be submitted to the Board of Registration of Embalmers and Funeral Directors within 18 months of the alleged conduct. By completing this form, you acknowledge that you may be required to attend an inquiry into the allegations, if deemed necessary.

Complaints outside the Embalmers and Funeral Directors Act, Embalmers and Funeral Directors Regulations, and the Code of Professional Conduct are outside the scope of the Board of Registration of Embalmers and Funeral Directors. They may be forwarded to another agency or department if appropriate. The Board of Registration of Embalmers and Funeral Directors can only address complaints that contravene the Embalmers and Funeral Directors Act and Regulations.

Section B. Licensee Information:

Name of the licensee(s) involved in the complaint (funeral director or embalmer):

Name of Funeral Home involved:

Funeral Home Address:

Section C. Complainant Information:

Name of Complainant:	_____
Home Address:	_____
Full Mailing Address:	_____
Phone: _____	Email Address: _____

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Section D. Details of the Complaint:

Please describe the details relevant to the complaint in writing and attach a copy to this form. Please also include copies of any documentation that is part of your complaint, such as copies of statements, invoices, communications, etc. Please also include what you are seeking as an outcome of this complaint.

Section E. Permission to Investigate Complaint:

I understand that the Board of Registration of Embalmers and Funeral Directors cannot investigate or remedy complaints outside the Embalmers and Funeral Directors Act, the Embalmers and Funeral Directors Regulations, or the Code of Professional Conduct, as such complaints fall beyond the Board's scope. I understand that complaints outside the Board's scope may be forwarded to another agency or department if appropriate. Additionally, I understand that complaints reviewed must be submitted within a reasonable timeframe, as noted in the Complaint Limitations Policy.

Do you, as the complainant, have direct knowledge of the allegations and authorize the Nova Scotia Board of Registration of Embalmers and Funeral Directors to forward your complaint to the funeral home and/or the licensee in question, contact other parties mentioned or named in the complaint, family members, executors, or legally authorized persons pertinent to the complaint, forward the complaint and related information to Service Nova Scotia or other applicable government organizations, and take other actions deemed necessary to investigate the complaint submitted? Doing so will allow the Board of Registration of Embalmers and Funeral Directors to act on the complaint and investigate this matter. Please Check Appropriate Box:

Yes No

Name of Complainant (Please print): _____

Signature of Complainant: _____

Witness Name (Please print): _____

Signature of Witness: _____

Date Signed: _____