

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, 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 complaint occurring.

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 the licensee(s) is employed at:

Funeral Home Address:

Section C. Complainant Information:

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

The Nova Scotia Board of Registration of Embalmers and Funeral Directors

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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, communication, 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 of the Embalmers and Funeral Directors Act, Embalmers and Funeral Directors Regulations, or the Code of Professional Conduct, as complaints outside of these areas of legislation are beyond the scope of the Board of Registration of Embalmers and Funeral Directors. I understand that complaints outside the scope of the Board of Registration of Embalmer and Funeral Directors may be forwarded to another agency or department if appropriate.

Do you, as the complainant, give the Nova Scotia Board of Registration of Embalmers and Funeral Directors permission 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 that are pertinent to the complaint, forward the complaint and related information to Service Nova Scotia or other applicable government organizations, and other actions deemed necessary to investigate the complaint submitted. In doing so, it will alleviate the timeline for waiting for permission to act on the complaint. Please Check Appropriate Box:

Yes No

Name of Complainant (Please print): _____

Signature of Complainant: _____

Witness Name (Please print): _____

Signature of Witness: _____

Date Signed: _____