

Enforcement Statistical Report

Fiscal Year 2023-24

(July 2023- December 2023)

Summary of Enforcement and Compliance

	Fiscal Year 2023-2024*	Fiscal Year 2022-2023
Completed Inspections	555	1,191
Complaints Received	560	999
Citations Issued	64	228
Accusations Filed with the Attorney General's Office (AG)	3	6
Formal Discipline (Completed AG Cases)	5	7

*July 1, 2023 – December 31, 2023

Common Violations

Common Cemetery Violations

- ❖ BPC 7712.9
16 CCR 2310
Failure to pay the annual regulatory charge fee for each cremation made during the preceding quarter
- ❖ 16 CCR 2333
Failure to perform required minimum maintenance standards
- ❖ BPC 7653.6
Failure to supervise by manager of record
- ❖ BPC 7680
Failure to conspicuously display a license in the place of business or employment of the licensee
- ❖ BPC 7685.5
Failure to have availability of consumer guide for funeral and cemetery purchases.

Common Violations

Common Funeral Violations

- ❖ 16 CCR 1204 Failure of designated manager of record to ensure compliance
- ❖ 16 CCR 1258.1 Failure to display all caskets or have accurate price ranges on the General Price List
- ❖ BPC 7615 Unlicensed use of Funeral Director license title/name
- ❖ BPC 7680 Failure to conspicuously display a license in the place of business or employment of the licensee
- ❖ BPC 7685 Failure to comply with required list of services and prices or posting of specified information on website