Enforcement Statistical Report

July 1 – December 31, 2024

Summary of Enforcement and Compliance

	Fiscal Year 2024-2025*	Fiscal Year 2023-2024
Completed Inspections	564	1,173
Complaints Received	999**	1,074
Citations Issued	56	217
Accusations Filed with the Attorney General's Office (AG)	0	6
Formal Discipline (Completed AG Cases)	5	10

*July 1, 2024 – December 31,2024

** 485 complaints were initiated by the Bureau resulting in warning letters issued to funeral establishments who did not comply with the annual reporting requirement

Common Violations

Common Cemetery Violations

BPC 7653.6 BPC 7713	Failure to supervise by manager of record
BPC 7712.9 BPC 7730.10 16 CCR 2310	Failure to pay the annual regulatory charge fee for each cremation or burial made during the preceding quarter
16 CCR 2333	Failure to perform required minimum maintenance standards
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

BPC 7737.3 BPC 7746 16 CCR 1269	Failure to file Annual Funeral Trust Report or Preneed Declaration of Non-Reporting
16 CCR 1204	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
16 CCR 1258.1	Failure to display all caskets or have accurate price ranges on the General Price List
BPC 7685	Failure to comply with required list of services and prices or posting of specified information on website