

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 established 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