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Typical Investigation Procedures

The following is the typical process for investigating complaints. Please note that investigations can not always be conducted in the same manner every time based on the circumstances of individual cases. However, we do strive to collect all pertinent information in an efficient manner at all times.

We ask for patience, as investigations can take several months to complete. If you have questions regarding the progress of the case, please contact the investigator at the phone number he provided you or contact the Board's offices at (304)558.0302 or boeafd@lycos.com.

1. Once a complaint is filed, the investigator is assigned the case within five (5) business days. A copy of the complaint is also mailed to the funeral establishment or funeral director in charge of the funeral establishment or other funeral director involved in the complaint.
2. The funeral establishment or funeral director in charge of the funeral establishment or other funeral director is given an opportunity to either submit a written response to the allegations within fourteen (14) days or schedule an appointment with the investigator for an interview.
3. The investigator will then review the original complaint and any response filed by the funeral establishment or funeral director in charge of the funeral establishment or other funeral director and begin taking statements from: the complainant, the funeral establishment or funeral director in charge of the funeral establishment or other funeral director, and any potential witnesses for both parties.
4. Once these initial interviews are conducted, the investigator will schedule follow-up interviews with the complainant and the funeral establishment or funeral director in charge of the funeral establishment or other funeral director. Information from previous interviews will be shared during this follow-up interview and parties will be given the chance to respond to that information.
5. At this point, the investigator will determine if there is enough evidence to present his final report to the Board's Complaint Committee. He will conduct additional interviews until he is satisfied that there is no further evidence to uncover and there is enough evidence to present to the Complaint Committee.
6. The investigator will then present his findings to the Complaint Committee, at which time the committee will determine if disciplinary action is warranted.
7. The Committee will provide all parties with information regarding the resolution of the case at this point. Please review the brochure originally provided to you for information on resolution of complaints and the possible outcomes.