



Department  
of Commerce

# NEWS RELEASE

**John R. Kasich, Governor**

**David Goodman, Director  
Department of Commerce**

FOR IMMEDIATE RELEASE  
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OHIO DEPARTMENT OF COMMERCE

## **OHIOANS FACING ISSUES WITH CEMETERIES CAN FILE COMPLAINT**

### *Many Ohioans Visit Cemeteries On or Around Veterans' Day*

Thousands of Ohioans will visit cemeteries on or around Veterans' Day to pay their respects to our nation's veterans. Veterans' Day is Friday, November 11.

"Cemeteries hold a special place in our hearts because they often serve as the final resting place of our veterans and our loved ones," said David Goodman, Director of the Ohio Department of Commerce.

Director Goodman said that occasionally Ohioans may have a concern about an issue involving a cemetery. In those cases, they should first bring the matter to the attention of the cemetery's management. If the issue cannot be resolved, Ohioans may file a complaint with the Ohio Cemetery Dispute Resolution Commission.

The Dispute Resolution Commission receives cemetery complaints and works to resolve disputes that arise between a concerned party and a cemetery. Common examples of complaints include the cemetery's maintenance, how the cemetery is managed, or sales issues such as the purchase of interment rights, burial containers, markers or other items.

Once a complaint is filed, a copy is sent to the cemetery operator. If it is not resolved, the complainant and the cemetery operator will receive a notice to appear before the Commission. The commissioners – many of whom are experienced cemetery operators as well as public members – will suggest possible ways to resolve the issue.

The cemetery complaint form is available at  
[http://www.com.ohio.gov/real/docs/real\\_COM3660CemeteryComplaintForm.pdf](http://www.com.ohio.gov/real/docs/real_COM3660CemeteryComplaintForm.pdf)  
or by calling (216) 787-5669.

To assist Ohioans in understanding cemetery issues, the department's Division of Real Estate & Professional Licensing has a brochure titled "Ohio Cemeteries: A Consumer Guide" available at  
[www.com.ohio.gov/real/docs/real\\_CemeteryConsumerBrochure.pdf](http://www.com.ohio.gov/real/docs/real_CemeteryConsumerBrochure.pdf) or by calling (216) 787-5669.

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