

## WHAT ARE MY RIGHTS AS A CONSUMER IF I HAVE A COMPLAINT AGAINST A CEMETERY?

Every consumer has a right to file a complaint against a cemetery company with a certificate of authority issued by the New Jersey Cemetery Board. Complaints may be filed by contacting the:

New Jersey Cemetery Board  
124 Halsey Street  
P.O. Box 45036  
Newark, NJ 07101  
973-504-6553

or downloading a complaint form at:

[www.NJConsumerAffairs.gov/complaint/cemcom.pdf](http://www.NJConsumerAffairs.gov/complaint/cemcom.pdf).

## HOW ARE COMPLAINTS RESOLVED?

If the complaint is within the Board's jurisdiction:

- the complaint may be referred to an investigator who may contact you for additional information;
- the cemetery company will be asked to respond to your concerns; and
- the Board will evaluate the complaint and the response of the cemetery company and determine if the complaint involves a violation of law.

## WHAT HAPPENS NEXT?

- If a violation did occur, the Board may take action against the licensee or the cemetery.
- During disciplinary proceedings, the licensee or cemetery company may be represented by an attorney and will be given the right to demonstrate compliance with the law. If the Board decides to discipline the licensee or cemetery company, the licensee or cemetery company has the right to appeal the action.
- You will be notified, in writing, when the complaint is resolved.

## CONSUMER TIPS

- If you choose burial, you will need to purchase a grave. Plot prices may vary widely between different cemeteries and different locations in the

same cemetery. There is a fee for opening and closing the grave. Be sure you understand what you are getting and that for which you are paying. A current fee schedule for the cemetery must be filed with the Board and the cemetery company cannot charge a fee which is not on the schedule.

- Vaults or grave liners are not required by law, but cemeteries may have their own rules on this matter. Vaults keep the ground from settling and make mowing and maintenance easier.
- Markers and monuments or bronze markers must meet cemetery standards. Cemetery companies are prohibited from selling headstones or grave markers.
- Each cemetery company may make reasonable rules and regulations for the use, care, management and protection of the property of the cemetery.
- Include your cemetery property as part of your estate when executing a will.
- Be aware that in-ground burials, mausoleums, crypts, and cremation niches also require opening and closing fees.

If you have any questions, you may contact the Division via e-mail at: [AskConsumerAffairs@lps.state.nj.us](mailto:AskConsumerAffairs@lps.state.nj.us).

## New Jersey Office of the Attorney General DIVISION OF CONSUMER AFFAIRS

### NEWARK

124 Halsey Street  
P.O. Box 45025  
Newark, NJ 07101  
973-504-6200  
800-242-5846 (toll free within New Jersey)

### CHERRY HILL

2201 Route 38  
Suite # 202  
Cherry Hill, NJ 08002  
856-482-4380

E-Mail: [AskConsumerAffairs@lps.state.nj.us](mailto:AskConsumerAffairs@lps.state.nj.us)

Web site:

[www.NJConsumerAffairs.gov](http://www.NJConsumerAffairs.gov)

800-242-5846 • [www.NJConsumerAffairs.gov](http://www.NJConsumerAffairs.gov)

Office of the Attorney General



New Jersey Division of  
**Consumer  
Affairs**