

Professional Misconduct – Signing a consumer’s name on a contract – providing false or misleading information

Relevant legislation: Section 43 of *The Funeral and Cremation Services Act*;

Council file: 2009-14

A consumer lodged a complaint against a funeral home in relation to the manner in which services were delivered, and during the course of the investigation the funeral service agreement was reviewed. The consumer was shown the contract however did not recognize the signature that the consumer had purportedly signed. The funeral director maintained the consumer had in fact signed the contract, and only admitted to signing the document after a forensic document examiner concluded the signature was not written by the consumer.

The funeral director appeared before a Discipline Committee and a joint statement of facts and an agreed sanction was presented. The licensee demonstrated contrition and apologized for misleading the Investigation Committee.

The Discipline Committee made an order suspending the funeral director’s license for 6 months, ordered a fine in the amount of \$5000 and ordered the licensee to complete 100 hours of community service.