

Michigan-Specific Frequently Asked Questions
Regarding Information Pertaining to After Death Care and Disposition

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Laws and rules that govern funeral, after death care or disposition issues are listed both in the Michigan Compiled Laws and the Michigan Administrative Code Rules. The Compiled Laws are set forth by the Legislative Branch of Michigan government, which is made up of the Senate and House of Representatives. The Administrative Code Rules are a product of Executive Branch of Michigan government, which is made up of the Governor and administrative departments of the executive office.

Michigan Compiled Laws can be found online at: www.legislature.mi.gov

- Go to “Chapter Index”, found on the left hand side of the screen to search by number.
- MCL chapters of interest with regard to funeral service are: 52.203-52.205, 128.111-128.112, 333.10101-10102a, 333.2801-2899, 328.211-328-235, 339.101-339.605, 339.1801-339.1812 and 700.1101-8102

Michigan Compiled Laws of interest:

Occupational Code: Chapter 339. This is the section of the law that regulates certain occupations, such as Funeral Directing (referred to as Mortuary Science). Article 6 of this code provides for the enforcement of professional licensing requirements and the penalties for practicing without a license. Article 18 (339.1801 - 339.1812) of this code lists the allowed activities of a licensee, requirements for licensure, local registration requirements, prohibited conduct, the operational and establishment licensing requirements for Funeral Establishments, etc.

Michigan Administrative Code Rules can be found online at the Dept of Labor and Economic Growth: www.michigan.gov/dleg

- Go to “Hearing, Appeals, Mediation and Rules” on the left hand side of the screen.
- Go to “State office of Administrative Hearings and Rules” on the left hand side of the screen.
- Go to “MI Admin Code” underneath.
- Go to “Select by Numeric Range” in the center of the screen.
- Administrative Code Rules are differentiated from Compiled Laws by the letter “R”.
- Administrative Code Rules of interest to funeral service are: **R325.951-325.955, R325.1141-325.1145, R339.18901-339.18947.**

The information presented in this document is for informational purposes and is not intended to represent legal advice or legal counsel.

Regarding the services of funeral directors

Q: Are the services of a licensed funeral director required in order to have someone buried or cremated?

A: Yes. In order to file a death certificate with the State of Michigan, that certificate must be signed by BOTH a physician / Medical Examiner who determines the cause, time and manner of death, and also by a licensed funeral director. Also, according to a law in the Estates code (700.3206), disposition of a body must be “supervised” by a funeral director. Lastly, in order to obtain a cremation authorization from the county Medical Examiner, a completed death certificate must have been filed, and in order to transport the body to the place of final disposition (cemetery or crematory), a burial transit permit must be generated, either by a licensed funeral director or by the county clerk who certified the death certificate. This law went into effect Mar. 31, 2003.

333.2843 Report of death by funeral director; “dead body” defined; personal data; medical certification; neglecting or refusing to sign death certificate as misdemeanor; penalty; filing of death record.

(3) A death record shall be certified by a funeral director licensed under article 18 of the occupational code, 1980 PA 299, MCL 339.1801 to 339.1812, and shall be filed with the local registrar of the district where the death occurred not later than 72 hours after the death.

Q: Are the services of a licensed funeral director required to conduct a funeral?

A: No. The family or religious community may bathe, dress and perform services for a body, including gathering friends and family together to honor the deceased. Also, there are no laws that prohibit families from transporting the body in their own vehicle, so long as the funeral director knows where the family intends to bring the body. Most funeral directors will want to meet the family at the cemetery or crematory in order to ensure that the place of disposition listed on the death certificate matches the actual place of disposition.

The person who is declaring the cause of death on the death certificate (either the hospice physician or nurse, the family physician so long as they have been seen within 48 hours, or the county Medical Examiner) should be contacted as soon as possible after death so that there is no question as to the time or manner of death. If there is any question, a Medical Examiner may request an autopsy.

52.205 Notice of body; manner of death; removal of body to morgue; investigation; ...

*(1) When a county medical examiner has notice that there has been found within his or her county or district the body of a person who is supposed to have come to his or her death in a manner as indicated in section 3,[see below] the medical examiner shall take charge of the body, and if, on view of the body and personal inquiry into the cause and manner of the death, the medical examiner considers a further examination necessary, the county medical examiner or a deputy may cause the dead body to be removed to the public morgue. **If the investigation is for the reason only that the dead person had no medical attendance during 48 hours before the hour of death, and if the dead person had chosen not to have medical attendance because of his or her bona fide held religious convictions, removal shall not be required unless there is evidence of other conditions stipulated in section 3.** If there is no public morgue, then the body may be removed to a private morgue as the county medical examiner has designated.*

(52.203 - Sec. 3.) (1) Any physician and any person in charge of any hospital or institution, or any person who shall have first knowledge of the death of any person who shall have died suddenly, unexpectedly, accidentally, violently, or as the result of any suspicious circumstances, or without medical attendance during the 48 hours prior to the hour of death unless the attending physician, if any, is able to determine accurately the cause of death, shall notify the county medical examiner or his or her deputy immediately of the death.

Q: Who has the right to make funeral decisions?

A: The decisions will be made by individuals in this order: spouse, children, parents, siblings, nieces/nephews, grandparents, aunts/uncles, cousins, personal representative outlined in a will, guardian, appointed representative, Medical Examiner. If there is a disagreement between parties that have equal rights to the decision, then a majority decision is acceptable. This means that if there were three children and two wanted cremation for their widowed mother, but one wanted burial, the mother would be cremated.

700.3206 Right and power to make decisions about funeral arrangements ...

*(1) Subject to ... , a person with priority under subsections (2) to (4) or acting under subsection (5), (6), (7), or (8) is presumed to have the right and power to make **decisions about funeral arrangements and the handling, disposition, or disinterment** of a decedent's body, including, but not limited to, **decisions about cremation, and the right to possess cremated remains of the decedent**. The handling, disposition, or disinterment of a body shall be **under the supervision** of a person licensed to practice **mortuary science** in this state.*

Regarding funeral goods

Q: Must I purchase the casket from a funeral home?

A: No. Caskets can be purchased or made by loved ones. Funeral directors are legally obliged to accept a third party casket without charging any additional handling fees. This is a Federal Trade Commission law, which is not otherwise addressed in Michigan law. Information about the Funeral Rule at the Federal Trade Commission is available at www.ftc.gov

Q: If I am planning to bury my loved one, do I need to use a vault, or outer burial container?

A: While there are no state laws regarding the use of a vault, which is also called an outer burial container, most cemeteries require one. The vault is made to support the grave so that it will not collapse if the casket degrades under the weight of the earth or vehicles and equipment used to maintain the cemetery grounds. Cemeteries that provide burial spaces in wooded areas, or areas that are not mowed or otherwise exposed to heavy vehicles would make this issue less of a concern. Also, the choice of casket can reduce the amount of air space – conventional caskets, with their rounded tops, create more air space than traditional flat-topped coffins or shrouds.

Some funeral directors can assist you in finding "bottomless" vaults that are open on the bottom so that the casket can sit directly on the soil. Some funeral directors even offer caskets with holes drilled into the bottom of them to allow for a "dust to dust" progression. This is often a customary practice in Jewish burials. This law clearly states that a vault is not required for burial, although cemeteries may have a policy requiring a vault in that cemetery.

339.1811 Purchase of vault or similar receptacle as condition to burial prohibited; discrimination; right to require vault not impaired.

*(1) The purchase of a vault or similar receptacle designed or intended to enclose or receive a casket, coffin, or other similar container from a particular individual, partnership, association, or corporation **shall not be required** as a condition to burial in a cemetery in this state. There shall not be a discrimination by price, burial fee, or otherwise by reason of a failure to purchase the vault or similar receptacle from or under the direction of the cemetery or the owner of the cemetery.*

(2) This section shall not limit the right of a cemetery to require the use of a vault in a burial in the cemetery

Q: If my loved one is going to be cremated or buried in a cemetery that allows burial without a vault, is a casket necessary?

A: There are no Michigan laws that say that you must use a casket for cremation or simple burial. Almost all crematories and cemeteries, however, will require that the body be enclosed in a rigid container made of wood or cardboard. This is done so that the employees do not have to directly handle the body. For liability reasons, it is doubtful that a crematory or cemetery would allow families to handle the body themselves at the point of disposition, although there is nothing wrong with asking.

Regarding transportation

Q: If I am going to transport the body of my loved one, do I need a special permit?

A: A burial transit permit is not required to simply move a body from one location to another; however, it is required at the place of disposition and it is required when the body is to be shipped by common carrier, so that the shipper is aware of the cause of death. Either a funeral director or county registrar may issue a burial transit permit and it may be issued to a funeral director or a person acting as such.

The burial transit permit is the document that the crematory or cemetery keeps on file in order to keep accurate records as to the location of final disposition of all deceased persons. It also is used as a way of creating a connection between the county of death and the county of disposition of the body, for record keeping purposes.

Cremation is considered final disposition, so transit permits are not required when the cremated remains are moved after cremation. A cremation authorization permit is simply a burial transit permit with a Medical Examiner's signature in the "approved for cremation" field.

BURIAL-TRANSIT PERMIT No. _____
MICHIGAN DEPARTMENT OF COMMUNITY HEALTH
Division for Vital Records

Full name of deceased _____ Date of death _____ 20____
Cause of death _____
Place of death _____ (County) _____ (Township or village or city) Veteran? _____ Sex _____ Age _____
Method of disposal _____ (Whether burial, cremation, storage, etc.) _____ (Cemetery or crematory)
County _____ State _____

APPROVED FOR CREMATION
Signature of Medical Examiner _____ Date _____ 20____

A certificate of death having been filed as required by the laws or regulations of this state, permission is hereby given to _____ Address _____
(Funeral director or person acting as such)
to dispose of body of said deceased.
Signature _____ Date _____ 20____
(Check one: Registrar, Funeral Director, Mortuary Science Licensee)

CEMETERY OR CREMATORY AUTHORITY SHALL FILL OUT SPACE BELOW

Body was _____ on _____ 20____ in _____
(State whether cremated, buried, stored, etc.) _____ (Cemetery or crematory)
Place _____ Signature _____
(Sexton or person in charge)

This permit must be endorsed by the sexton (or by the funeral director or Mortuary Science licensee where there is no sexton).

(OVER)

DCH-0490A (6/99) Authority: Act 368 of 1978 and Act 299 of 1980

THIS PERMIT MUST ACCOMPANY REMAINS TO DESTINATION

Regarding private family burial grounds

Q: Is it legal to bury someone on my own land?

A: Yes, although it is not necessarily easy to secure the proper permits from your local government. Obtaining zoning approval and a permit from the local health officer may not be easy and may make the creation of a private burial ground difficult. The burial ground will not be taxed as long as it is designated as a burial ground and not used for other purposes and is no larger than one acre. Other issues to be considered are: distance from nearest neighbor (usually something like 250 ft from the nearest well or house will be required by the local health officer), provision for access easements, and consideration for the fact that the burial ground will be a disclosure in real estate sales in the future. Members of the funeral industry have been alarmed by the idea that people may want “backyard burials” in subdivisions or within cities. Common sense tells us that burial grounds would only be allowed by the local government in circumstances where sufficient acreage is available to support these restrictions.

EXEMPTION OF PRIVATE BURIAL GROUNDS FROM TAXATION OR ATTACHMENT (EXCERPT)

128.111 Private burial grounds; laying out; deed.

*That it shall be lawful for any person or persons in this state to lay out and survey any tract of land not included within the corporate limits of any city or village which may be owned by such person or persons, as a private burial ground for the use of their families or descendants for purposes of interment of members of such families and descendants, and for no other purpose, **not exceeding in quantity 1 acre of land**, and may make a deed of the same to some person or persons to be named therein as trustees, with such provisions for continuing such trusteeship as they shall deem necessary, which said deed shall be acknowledged by such persons making the same, in the same manner as other deeds of land, and shall be recorded in the county where such land shall lie.*

128.112 Private burial grounds; exemptions.

*Such land so laid out and described in said deed, when recorded in the register's office of the county where such land lies, shall operate as a grant forever of the land described in such deed to said trustees and their successors forever, for the purposes described in said deed, and no sale, judgment, or decree shall be made which shall have the effect to divert the same from the objects of said grant, set forth in such deed, and the same **shall not be taxed for any purpose**, or be subject to any sale for taxes or any execution, attachment, or other order of sale made by any court, and any deed made by said trustees or their successors, or upon any sale made for taxes, or upon any execution, or decree, or order of sale made by any court of said lands or any part thereof, or any tenements, tombs, or other structures, thereon and appurtenant thereto, shall be void and shall convey no interest or title to the grantee named in such deed.*

Regarding embalming

Q: Is embalming required by law?

A: Almost never. Many funeral homes have business policies about embalming that have little to do with the law, but are enforced nonetheless.

Embalming does provide options for restoring the body’s appearance, especially after a long illness. Some families will choose to have the body restored so that they may see the deceased as they would like to remember him or her. Other families prefer to use the most non-invasive care possible. These are matters of personal choice, with neither choice being inherently more or less respectful than the other. Unfortunately, families that choose not to embalm are often required by funeral directors to choose services that do not permit viewing and must occur within a very brief time frame after the death. This limits the options available to families and constrains their ability to choose the services that are most appropriate for their circumstances.

In order to assert the business policies that they have created, many funeral directors make reference to an Administrative Code rule known as the 48 Hour Rule. This rule, **R 325.1141-325.1142**, does NOT say that all bodies must be embalmed within 48 hours of death. This rule was created in a time when the shipment of biological materials was considered unsafe, due to the inability to properly refrigerate or contain them. The use of dry ice or other forms of refrigeration has been shown to be a viable alternative to embalming when the body needs to be temporarily preserved.

The second part of this rule refers to the transportation of a body by common carrier for shipment to another jurisdiction. This means the body leaves the hands of one funeral director, is moved by train, plane, boat or other “common carrier” and reaches the hands of a different funeral director in a different jurisdiction. The rule says that if this transportation cannot be completed by the time the body has been dead for 48 hours, the body must be either chemically embalmed or sealed in a secure container for shipment. The use of secure shipping containers, commonly referred to as Ziegler cases, are a common practice in transporting bodies used for medical purposes that would not allow for chemical embalming.

Unfortunately, many funeral directors believe that the rule requires the embalming of all bodies past 48 hours of the time of death, in order to allow for transportation to the cemetery or crematory for disposition. Funeral directors are afraid that they will be breaking the rule if they do not insist that this happen. The truth of the matter is that the rule would generally not apply to local transport, and that there is no enforceable punishment for disregarding the rule anyway. Insistence by funeral directors that all bodies be embalmed within 48 hours of death does not respect the family’s right not to have their loved one’s body go through the process of embalming – a process that is invasive and utilizes toxic chemicals.

R 325.1141 Preparation and transportation of bodies dead from certain causes; permission for public funeral.

*(1) The bodies of those who have died of **diphtheria, meningococcic infections, plague, poliomyelitis, scarlet fever, or smallpox** shall not be **transported** or accepted for transportation unless they have been prepared for shipment by being thoroughly embalmed and disinfected by arterial and cavity injection with an accepted embalming fluid. This preparation must be effected by an embalmer licensed with the state of Michigan.*

*(2) When bodies are transported under this rule, notice must be sent by the **shipping** embalmer to the health officer of the jurisdiction where the body is to be received, advising the date and time of arrival.*

(3) Public funerals may be conducted, provided that prior permission is obtained from the local health officer. When permission is granted, persons in isolated areas may be released for the purpose of accompanying the body to a funeral home, church, or cemetery, provided that they: (a) Use a separate car or means of conveyance. (b) Remain in a separate room or separate from the public and avoid proximity to others in attendance. (c) Return to the area of isolation and remain there until premises are released from isolation or quarantine.

R 325.1142 Transportation of certain bodies in sound shipping case; preparation for shipment; burial-transit or disinterment permit.

*Bodies dead from a cause not named in R 325.1141 which shall reach their destination **within 48 hours from the time of death**, or are addressed to the demonstrator of anatomy of a medical college or for other demonstration purposes, may be **received for transportation** when encased in a sound shipping case. If the body is not so addressed or cannot reach its destination within 48 hours it must be prepared for shipment as described in R 325.1141. When dead bodies are shipped by **common carrier**, a burial-transit or disinterment permit shall be securely fastened upon the outside box, and a duplicate of such **permit shall be supplied by the funeral director to the person escorting the body**, or, if there be no escort, a duplicate of the permit shall be mailed to the **receiving funeral director**.*

Regarding cremation

Q: If I request cremation, does that mean that no funeral service will be held?

A: Not necessarily. Cremation has become synonymous with simple or direct services, however, the method of disposition (cremation, burial or entombment) does not have to dictate the type of funeral service chosen. In other words, burial can be simple and direct, cremation can involve a grand, full service funeral with days of visitation and viewing, or vice versa. If someone says that they would like cremation, it is important to understand whether they truly want cremation or if they are trying to say that they want a simple service, regardless of whether that service ends in burial or cremation. Some people who would prefer burial have come to think that if they want to avoid an elaborate service, they must choose cremation, and others, who would prefer cremation, have come to think that they cannot have a full funeral with viewing if they are to be cremated.

Q: Do I need to buy an urn for holding cremated remains?

A: No, there are no requirements for urns. The crematory will return the remains in a "temporary container" that isn't very nice to look at, so if you are going to keep them, you may want to find something else to put them in, but that's up to you.

Q: Must I purchase the urn from the funeral home?

A: No. Urns are available from a variety of sources, including funeral homes, the internet, local potters or carpenters, etc. There are no special features that make urns different from vases or jars, except that they usually have lids to prevent spilling. Many families choose to simply use a jar or container that they already have at home or to look for something nice at an art fair, or the like, which would be suitable.

Q: Is it legal to keep cremated remains at my home?

A: It is legal, but it is important to make sure that other loved ones know where the remains are stored, so that if you die, they won't be discovered by an unsuspecting relative. Also, it might be a good idea to label the bottom of the urn with the person's name, just in case.

Q: Is it legal to scatter cremated remains?

A: Yes. As a courtesy, you would want to get permission from the landowner if you are scattering somewhere other than your own property. It is legal to scatter over a body of water.

Cremated remains are sterile because of the amount of heat used. If any bone fragments that were large enough to be visible remained after the process, the crematory would have mechanically reduced them further, in order to make them uniform in texture. Any mercury that may have been found in the dental fillings of the person prior to cremation would have been vaporized and is not an environmental concern in cremated remains. Be advised that the crematory will most likely have a metal identification tag inside the container, which should be retrieved so that someone else does not find it sometime later on. Areas that have been used for scattering have experienced changes in the plant life due to changes in the chemistry of the soil, so be mindful where you scatter. The chemical make-up of the cremated remains is mostly calcium phosphate and is slightly alkaline. This means that it would not be good to scatter the cremated remains near plants that are acid-loving.

Q: Is cremation more or less ecologically friendly than burial?

A: Neither. Cremation of an unembalmed body is considered to be more ecologically sustainable than a conventional burial that utilizes chemical embalming, a metal casket and a concrete, metal and/or plastic lined vault, which is placed in a mowed, fertilized, watered and chemically treated cemetery lawn, and marked by a piece of granite that is transported long distances. Cremation does, however, use a fair amount of energy, which means fossil fuels, to create the heat required to cremate the body. Also, there is some concern about the mercury and other toxins released when the cremation takes place. The most ecologically sustainable funerary practice is natural burial, which does not allow for embalming or utilization of non-renewable or toxic materials in the burial. The body is simply buried in a biodegradable casket or shroud, with no vault and a natural or local stone marker. Natural burial even helps to preserve natural areas by eschewing the manicured lawn and encouraging responsible plantings and care of the land through conservation trusts.

The cost of funerals

Q: Why are funerals so expensive?

A: Many people are shocked when they discover how expensive funerals can be. The average conventional funeral costs about \$6500, not including cemetery or crematory costs. While this is a fraction of what many people pay for weddings and other events, a funeral is often unplanned and arranged by necessity, rather than choice, and therefore it is more difficult to accept. The powerlessness that people feel in the face of having to arrange funerals can lead them to feel even more upset by the expenses of the services. People wonder why funeral businesses charge so much, especially at such a difficult time in the families' life. Part of the answer has to do with government regulation. For instance, licensed funeral directors are required to practice out of a licensed establishment.

339.1806 Practice of mortuary science; license; requirements; inspection; revocation or cancellation of license; reporting change in ownership or location; reciprocity.

*(2) The practice of mortuary science shall be practiced at a fixed place. A person shall not open or maintain a place for practice, or hold itself out as engaging in the practice of mortuary science unless an establishment license is granted by the department. **The license is issued for a specific location only.** The holder of a license for the practice of mortuary science may conduct a funeral in another licensed funeral establishment, or at a church, home, public hall, lodge room, or other fixed place or establishment.*

The establishment is required to have a fully-functioning embalming room, separated from areas accessible to the public, secured and dedicated for embalming, with specific plumbing, tiling, equipment, chemicals, etc., even if the director has no interest in providing embalming services. The establishment must also have space to assemble a minimum of 50 people, and have space for a casket and lecture area, even if the director has no interest in providing on-site funeral services. Considering the financial burden of paying for the establishment structure and features, which are required by law, this effectively eliminates the possibility for many funeral directors making a business out of providing simple services at minimal expense to the consumer. Most funeral home owners decide that if they are going to have to build a structure to meet these needs, they might as well build something nice enough to attract full-service clients, and we all pay for the upgrade.

339.18931 Establishment requirements.

(2) Each licensed establishment shall have a room which is suitable for conducting funerals and which meets the requirements of the **applicable local building code for holding 50 or more persons**, an area for the display of a casket and flowers, and a lectern area.

(3) Each licensed establishment **shall have an embalming room.** ...

(5) **An embalming room shall have all of the following:**

A linoleum or tile floor, walls and ceilings made of or covered by washable and waterproof material, hot and cold running water, a plumbing system as required by the provisions of R 325.11401 through R 325.11407, a fan that is capable of moving 250 cubic feet of air per minute.

(6) **An embalming room shall be equipped** with a porcelain or stainless steel embalming table, the instruments necessary to embalm a body, and means of sterilizing equipment, such as an autoclave, a gas sterilizer, or an instrument solution sterilizer that is large enough to accommodate a normal, adult-sized trocar.

(7) *An embalming room shall not be used as a storage area.*

History: 1991 MR 3, Eff. Apr. 2, 1991.

Q: Why do funeral homes seem to charge so much more for burial than for cremation?

A: Many people mistakenly believe that funeral directors own cemeteries or crematories, and that they have the ability to decide the costs that these businesses charge for services like opening or closing the grave, or providing the actual cremation process service. Burial usually is more expensive because it usually involves the purchase of a grave (\$1200-2000 or more), a burial vault (\$500-2000 or more), opening and closing the grave (\$1000 or more), setting the marker (\$300-500 or more), and the marker itself (variable cost). Cremation usually only adds the cost of the cremation itself (\$150-250) and the cremation permit issued by the Medical Examiner (\$12-75). In the State of Michigan, it is illegal for a funeral director to have any business interest or ownership of a crematory or cemetery.

339.1812 Owning or conducting cemetery or burial ground and owning or maintaining funeral establishment prohibited; exception; owning or conducting funeral establishment on property owned or leased by cemetery prohibited; owner of private burial ground owning or maintaining funeral establishment.

(1) *An individual, partnership, association, municipal corporation, body politic, or corporation which owns or conducts, either directly or indirectly, a cemetery or burial ground in this state shall not own, manage, supervise, operate, or maintain, either directly or indirectly, a funeral establishment, or permit an officer, agent, or employee to own or maintain a funeral establishment. This subsection shall not apply to an elected official of a city, village, township, or county who serves as an ex officio member of a local cemetery board as a result of holding that office.*

(3) *This section shall not prohibit the owner of a private burial ground used for the interment of the owner's family or the owner's descendents to own or maintain a funeral establishment under this article.*

Q: Why are there so many unexpected charges related to funerals?

A: There should be no truly unexpected charges related to funerals because the funeral director is required to give you a copy of the funeral home price list, to keep, which shows the price of each service item individually. This so that you can make an informed decision about what options are most valuable to you and to only request those that are most valuable or are required by law. Funeral directors are also required to show you a list of prices of the caskets and outer burial containers (vaults) before and as you look at those products. When you decide on the services and products that you would like to purchase, you must be shown an itemized breakdown of the costs that you agree to pay, called a statement of goods and services selected. You must be given a copy of this statement to keep.

Summary

It is important that you, as a consumer, become as educated as possible as to your rights with regard to funeral service. Many funeral homes are very transparent and considerate of your preferences for after death care and disposition service, however, some funeral directors are unaware of the options that are legally available to consumers, and some funeral directors are just used to doing things a certain way. It would be unfortunate if the choices that you make at one of the most difficult and stressful times of your life are limited by a lack of transparency or information during the funeral transaction. If you have questions, do not be afraid to ask. It is the job of the funeral director to answer your questions as honestly and completely as possible. If you get the feeling that the funeral director does not really know the answer to a question, ask to see the policy or law to which he or she is referring. If the director seems judgmental of your choices, consider that his or her problem, not yours. Do not hesitate to contact the State of Michigan's department of labor and economic growth, commercial services department, if you would like to file a complaint. Also, keep in mind that the best way to prevent poor service is to tell people about it, and the best way to ensure the success of good service providers is also to tell people about that as well.

Complaints

Send written complaints to :

Michigan Department of Labor & Economic Growth
BCS/Enforcement Division
P O Box 30018
Lansing MI 48909

Or call:

(517) 241-9202

More information can be found here: www.michigan.gov/dleg

Disclaimer

This document was assembled for informational and educational purposes in order to assist the general public in understanding how to access the actual language of the laws and rules that govern procedures and requirements for after death care in the State of Michigan. This document should not be considered legal advice or legal counsel.

Additional questions may be directed to:

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