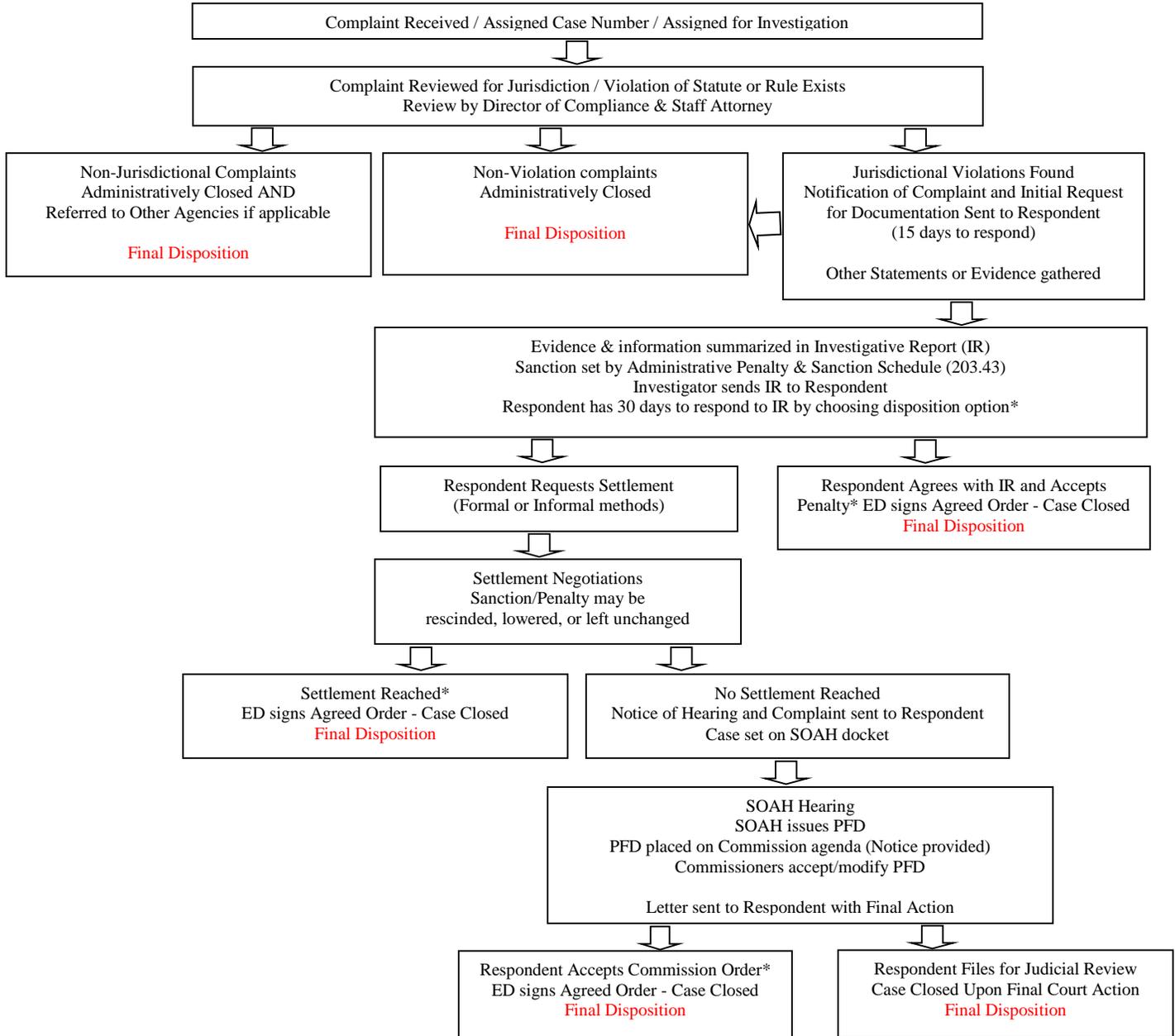


Texas Funeral Service Commission Resolution of Complaints Process



***NOTE:**
 If the respondent fails to respond to the Commission upon receipt of the Investigative Report, the respondent waives the right to a hearing and the penalty is due
 If the respondent fails to pay a penalty, the person's license is automatically suspended for a period of six months
 The Commission may extend the suspension or revoke the license for failure to pay after notice and a hearing

NOTE: The complainant will be notified when the case is opened, every 90 days (if necessary) and when the case is closed.