

TFSC Compact with Texans

The Agency

“The mission of the Texas Funeral Service Commission is to protect the public from deceptive practices in the funeral and death care industry through a process of impartial enforcement, inspection, licensing and education in order to guarantee that every citizen’s final disposition is conducted professionally and ethically.”

The TFSC has two major functions - - ensuring competent, well-qualified professionals are licensed to serve the public and ensuring compliance with statutory requirements through inspections and the investigation of violations.

Our Services

The Commission’s licensing functions include the review of the qualifications of applicants, the administration of examinations in order to identify those applicants who meet the standards of licensure set by the Commission, and the renewal of licenses. License applications are processed within three working days of receipt of complete application (and required documentation), unless it becomes necessary to obtain a response from the Commission. Renewals are processed within three working days.

The Commission’s compliance functions include the investigation of complaints against licensees and the inspection of facilities. Unannounced inspections of licensed facilities occur at least once every two years. The Compliance Division receives and evaluates complaints on funeral directors, embalmers, funeral establishments, crematories, and certain cemeteries. Complaints may be made in writing or by email. The complaint form is available online. If an investigation is initiated, the complainant is apprised of the status every 90 days. Complaint investigations are completed on average within 120 days.

How to Contact Us

Telephone Numbers

- 512-936-2474
- Toll Free: 888-667-4881
- Fax: 512-479-5064

Mailing Address

- P.O. Box 12217
- Austin, TX 78711-2217

Email Address: info@tfsc.texas.gov

Website: www.tfsc.texas.gov

Customer Service Principles

The Texas Funeral Service Commission is committed to quality customer service and we will

- Provide excellent and timely service to our customers
- Provide our customers with accurate and timely information
- Treat our customers with courtesy and respect

Customer Service Standards

The Texas Funeral Service Commission has established the following customer service standards:

- Our 12-member staff is available by phone or email from 8:00 am to 5:00 pm Monday through Friday.
- Staff will make every effort to discuss and answer verbal inquiries immediately. If that is not possible, a response will be provided to you within 10 business days.
- Written requests will be responded to within 10 business days.
- Phone messages will be responded to within 2 business days.

Public Information

The following may be found on the Commission's website:

- The Cemetery and Crematory Services, Funeral Directing, and Embalming Act (Texas Occupations Code Chapter 651) and the Commission's current rules (22 TAC Chapters 201-209)
- *Facts About Funerals* - a consumer brochure developed by the Commission to provide information about mortuary law
- TFSC Quarterly Newsletter
- Public License Search link to access current licenses, their addresses, and telephone numbers in both alphabetical and geographical formats

Concerns Regarding Commission Services

Our agency is committed to listening to your requests, understanding your concerns, to serving you well and to being receptive to suggestions. Any individual who has concerns regarding the Commission or its services should write to the Executive Director who is the agency's designated customer service representative. Each concern is given top priority and is responded to within two weeks. Should the Executive Director not be able to resolve a concern, it is referred to the Commission and the individual is provided a written response from the Commission.

Janice McCoy
Executive Director
Texas Funeral Service Commission
333 Guadalupe, Ste. 2-110
Austin, Texas 78701
Tel: 512-936-2474
Fax: 512-479-5064