



LEON D. YOUNG

State Representative • 16th Assembly District

FOR IMMEDIATE RELEASE
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For More Information
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Rep. Young Demanding Immediate Action from State Regulatory Agency *Professional Services Department Extremely Lax in Resolving Complaints*

MADISON - State Representative Leon D. Young (D-Milwaukee) has become increasingly frustrated with the Department of Safety and Professional Services' inability, or unwillingness, to resolve a formal complaint that has languished with the department for more than 18 months. The matter in question arose back in 2016 when a grieving Milwaukee family contacted the department in hopes of addressing what the family considered to be a number of 'unethical' business practices by Northwest Funeral Chapel, a local funeral home in that city.

More specifically, family members allege that they were repeatedly pushed into buying embalming services for their loved one and, when they didn't acquiesce, none of the family's subsequent burial requests were accommodated. Moreover, the family also contends that it was misled about the actual funeral arrangements more than once and received a lot of conflicting information. As a result, the family lodged a formal complaint in October, 2016 (a mere two weeks after the funeral was held) and has been waiting for some resolution ever since.

According to Young, "The primary responsibility of this state agency is to ensure the safe and competent practice of licensed professionals in our state. To date, my constituents have been denied that basic consideration and have waited nearly two years for this agency to complete its investigation and render an administrative determination. Why has it taken so long for this family to get some answers to its grievance, in hopes of achieving some sense of closure? This lengthy governmental delay is totally unacceptable and certainly cannot be justified. The family deserves answers now and my office is demanding that this agency submit its decision immediately."

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