

Task Guide

Portal

Cases and Complaints

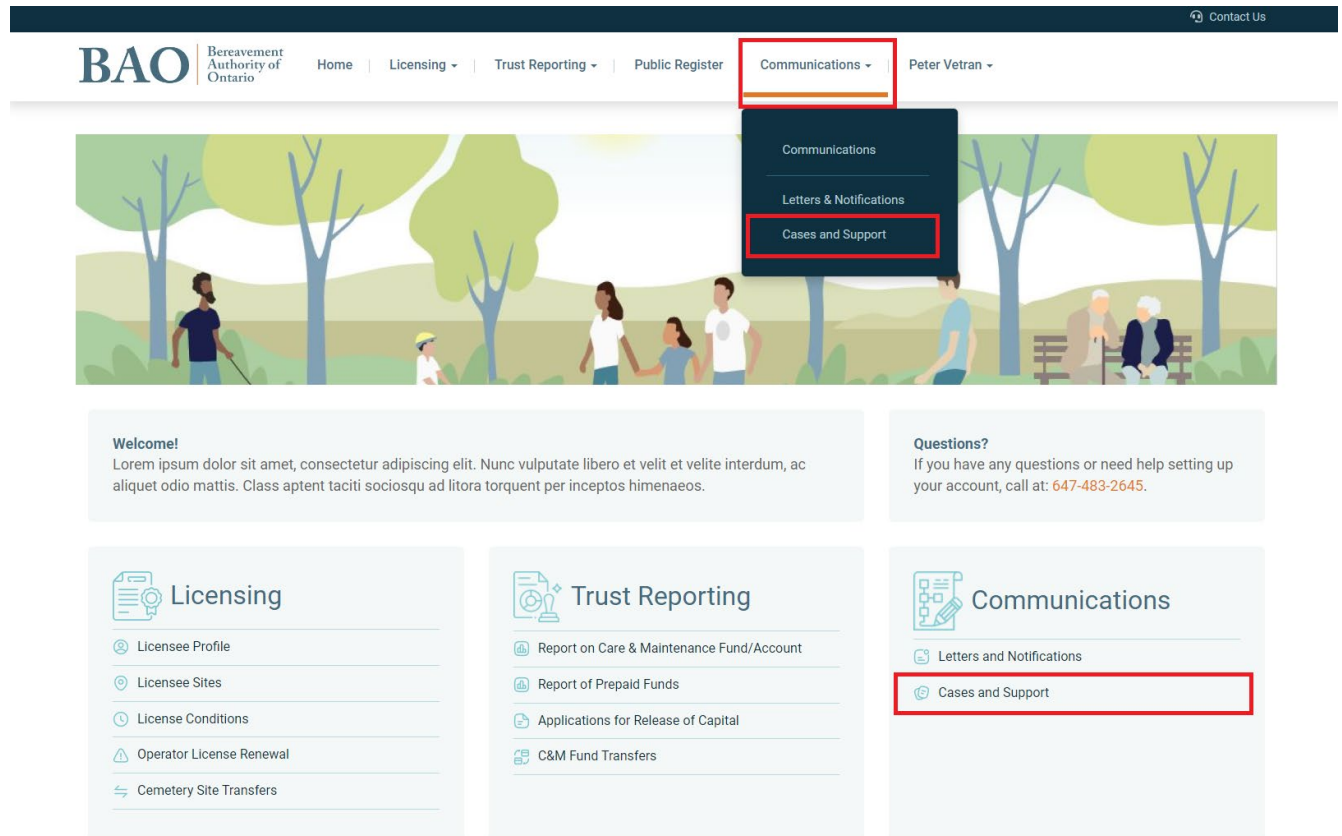
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1. Creating a Case

1.1 Navigate to Cases and Support

From the homepage of the Portal, you can click on the link for 'Cases and Support' under the 'Communications' heading. Similarly, from the banner menu near the top of the page you can click on 'Communications', and then on 'Cases and Support'.



1.2 Create a New Case

To create a new Case with the BAO, click on the 'Create New Case' button near the right-hand side of the page.

Cases and Support

To submit a case, please click on **Create New Case** below, then enter the required information, including the Case Category and Case Type. Filling in the latter two fields will help ensure your case gets routed to the correct department.

Complaint cases: If you wish to submit a complaint against another licensee, do not submit it here. Instead, please submit it using our [online Complaints form](#).

▼ My ▾ Create New Case

Case Number	Case Title	Case Category	Case Type	Disposition Code	Created On ↓	
CAS-01242-P05SH7	Personal Licensing - CAS-01242-P05SH7	Personal Licensing		Received	02/02/2024 10:14 AM	Details >

You will be taken to the 'New Support Case' page of the Portal.

New Support Case


Summary

Case on my Behalf

Case Subject * Organization / Site / Individual *

Case Category Case Type

Case Description

Attach a file
 
 Click here to upload file

1.3 Fill in Case Form

On the 'New Support Case' page of the Portal, fill in and complete the form. To submit a Case on behalf of your organization or site you should have the name visible in the field marked 'Organization/Site/Individual'. To submit a Case on your behalf you can select the checkbox marked 'Case on my Behalf' which will change the field value to your name.

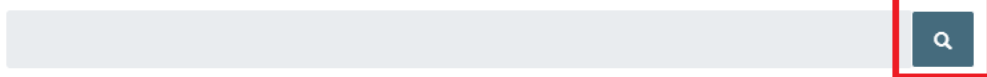
Summary

Case on my Behalf

For the field 'Case Subject' you should put a brief title for your Case, similar to the subject line of an email.

To fill in the Case Category click on the magnifying glass shaped lookup symbol.

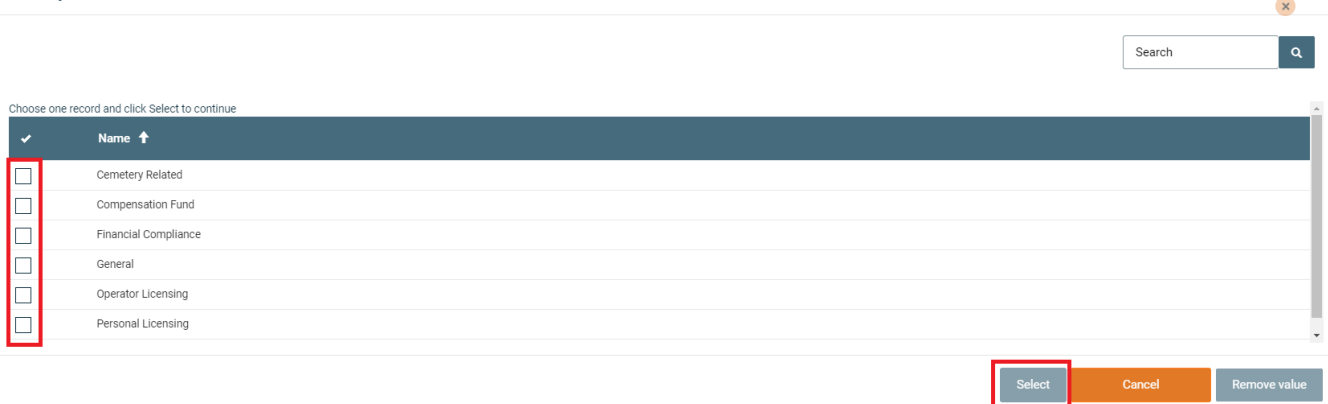
Case Category



5

Select the most relevant Case Category and click on 'Select'. If you are unsure, you can select the 'General' option.

Lookup records



Choose one record and click Select to continue

<input checked="" type="checkbox"/>	Name ↑
<input type="checkbox"/>	Cemetery Related
<input type="checkbox"/>	Compensation Fund
<input type="checkbox"/>	Financial Compliance
<input type="checkbox"/>	General
<input type="checkbox"/>	Operator Licensing
<input type="checkbox"/>	Personal Licensing

Repeat this with the Case Type field to further define your Case. The Case Type values will be narrowed down based on the Case Category you have selected.

Case Type



Lookup records

Choose one record and click Select to continue

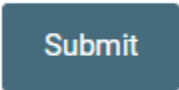
✓	Name ↑	Case Category
<input type="checkbox"/>	Cannot Change Information	General
<input type="checkbox"/>	Consumer Information Guide (CIG)	General
<input type="checkbox"/>	Inquiry	General
<input type="checkbox"/>	Issue with Form Submission	General
<input type="checkbox"/>	Issue with Payment	General
<input type="checkbox"/>	Password Reset Issue	General

Select Cancel Remove value

Add in a detailed Case Description with as much relevant information so that the BAO can properly assess and handle the Case.

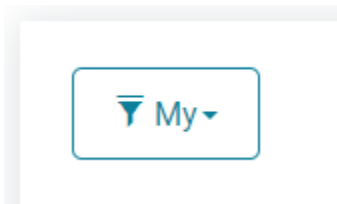
You can, if relevant to your Case, upload and attach a file by clicking on the 'Attach a file' box which will prompt you to add an attachment from your computer.

When all information has been filled out, you can click on the 'Submit' button at the bottom of the form.



1.4 View and Update your Cases

On the Cases and Support page you will be able to see all your personal Cases and your organization's Cases. To filter between the two, you can click on the filter on the left-hand side of the screen.



You can review the Cases and sort by any of the column headings by clicking on them.

Case Number	Case Title	Case Category	Case Type	Disposition Code	Created On ↓	
CAS-01242-P0S5H7	Personal Licensing - CAS-01242-P0S5H7	Personal Licensing		Received	02/02/2024 10:14 AM	Details >
CAS-01241-H4T7W9	Operator Licensing - CAS-01241-H4T7W9	Operator Licensing		Received	02/02/2024 10:14 AM	Details >
CAS-01240-L3G8B9	General - CAS-01240-L3G8B9	General		Received	02/02/2024 10:14 AM	Details >
CAS-01239-G7V2T8	FC - CAS-01239-G7V2T8	Financial Compliance		Received	02/02/2024 10:13 AM	Details >
CAS-01238-F9M4J3	Comp Fund - CAS-01238-F9M4J3	Compensation Fund		Received	02/02/2024 10:13 AM	Details >

If you click on 'Details' on the right side of the table for a Case, you can open the Case Details page for it. On the Case Details page, you can review the Case and see the comments made by the BAO. To add a new comment, click on the 'Add comment' button.

[Contact Us](#)

BAO Bereavement Authority of Ontario | [Home](#) | [Licensing](#) | [Trust Reporting](#) | [Public Register](#) | [Communications](#) | [Peter Vetran](#)

[Home](#) » [Communications](#) » [Cases and Support](#) » **Case Details**

Case Details

Summary


ID
CAS-01111-W1X4X0

Case Category
Inquiry/Complaint


Case Type
Licensee Inquiry



Case Subject *
Question about AH (TEST) - CAS-01111-W1X4X0

Case Description
Are these course on AH reputable? See attached.

 Gil Glover → Peter Vetran
4 months ago
Modified on 11/01/2023 3:34 PM
Created by Gil Glover

Hey Peter, thanks for the documents - we will review them and get back to you in due course.

 Peter Vetran → # Portals-BAO STG Portal
4 months ago
Modified on 11/01/2023 3:32 PM
Created by # Portals-BAO STG Portal

-  Contact Sheet - Reception.doc (53.00 KB)
-  Cert of Cremation Return.docx (38.09 KB)

[Add comment](#)

You will be prompted to add your comment, and you have the option to attach a file if needed. When you are ready you can click on the 'Submit' button to submit the comment to the BAO.

Add a Comment



Comment

Attach a file

Choose File

No file chosen

Submit

Cancel

2. Creating a Complaint

2.1 Navigate to Cases and Support

From the homepage of the Portal, you can click on the link for 'Cases and Support' under the 'Communications' heading. Similarly, from the banner menu near the top of the page you can click on 'Communications', and then on 'Cases and Support'.

The screenshot displays the BAO (Bereavement Authority of Ontario) website homepage. At the top, a dark navigation bar contains the BAO logo, the text 'Bereavement Authority of Ontario', and a 'Contact Us' link. Below this is a main navigation menu with links for 'Home', 'Licensing', 'Trust Reporting', 'Public Register', 'Communications', and 'Peter Vetran'. The 'Communications' link is highlighted with a red box. A dropdown menu is open under 'Communications', showing 'Communications', 'Letters & Notifications', and 'Cases and Support', with 'Cases and Support' highlighted by a red box. Below the navigation is a large banner image of a park with people. Underneath the banner are two informational boxes: 'Welcome!' with placeholder text and 'Questions?' with a phone number (647-483-2645). At the bottom, there are three service tiles: 'Licensing' (with links for Licensee Profile, Licensee Sites, License Conditions, Operator License Renewal, and Cemetery Site Transfers), 'Trust Reporting' (with links for Report on Care & Maintenance Fund/Account, Report of Prepaid Funds, Applications for Release of Capital, and C&M Fund Transfers), and 'Communications' (with links for Letters and Notifications and 'Cases and Support', which is highlighted with a red box).

2.2 Click on the Online Complaints link

On the Cases and Support page you will see a link for the online Complaints form. Click on it to navigate to the online form.

Cases and Support

To submit a case, please click on **Create New Case** below, then enter the required information, including the Case Category and Case Type. Filling in the latter two fields will help ensure your case gets routed to the correct department.

Complaint cases: If you wish to submit a complaint against another licensee, do not submit it here. Instead, please submit it using our [online Complaints form](#).

My ▾

Create New Case

On the Complaints page, please carefully read the page to understand the instructions and the complaints process.

Complaints

The BAO's Complaint Handling Process

The ability to purchase bereavement services and supplies in a marketplace that is safe, secure and professional, is a priority for the Bereavement Authority of Ontario (BAO). Circumstances may occur, however, where a consumer believes that a licensed professional has not met certain legal and/or ethical obligations under the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA), and they would like to submit a complaint.

The BAO offers consumers a free complaint handling process where the need arises. **Consumers are urged to first try to resolve the issue directly with the licensee/manager of the funeral establishment, transfer service, cemetery, crematorium and/or alternative disposition provider before filing a complaint with the BAO.** If you still have concerns, we will try to facilitate a resolution whenever possible and appropriate.

The BAO handles complaints pursuant to the FBCSA, following the process described below:

- A complaint can be received via phone, email, regular mail, or our online complaint form (below). If received by phone, the complainant will be requested to file their complaint in writing via our online complaint form, email, or regular mail.
- The complaint is acknowledged via email or letter, and additional information and/or documentation may be requested from the complainant.
- The BAO forwards a copy of the complaint via email to manager of the funeral establishment, cemetery, crematorium, transfer service and/or alternative disposition operator (as applicable) and any other licensees named in the complaint and they are requested to provide a written response along with all pertinent documentation within 5 business days of receipt of the email from the BAO.
- Other witnesses may be contacted for additional information, if necessary.
- During the complaint review process, the complainant and licensee will only be contacted if clarification or additional information is required.
- All complaint documentation is thoroughly reviewed by the Compliance Officer and BAO Management.
- A final written response is provided to both the licensee and the complainant within 30 business days of receipt of the written complaint, unless otherwise notified.

Pursuant to section 66 of the FBCSA, in handling complaints, the Registrar may do any of the following, as appropriate:

- Attempt to mediate or resolve the complaint
- Give the licensee a written warning
- Require the licensee to attend a specified educational program
- Refer the matter to the discipline committee

Please note: The Registrar cannot award damages or compel licensees to give refunds or discounts where services and/or merchandise have been provided. Consumers may always exercise the option of consulting with independent legal counsel.

Complaints against The BAO

Complaints against the BAO can be made through this email PrivacyOfficer@TheBAO.ca. The complaint will be sent to the relevant manager. If it is not resolved at that stage, it will then escalate to the CEO & Registrar.

2.3 Complete the Complaint Form

On the Complaint form, accurately fill out and complete the Complainant Contact Information and the Complaint Against sections. All fields with a red star next to them are required to be filled before submission.

Complainant Contact Information (person filing the complaint):

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Salutation	
<input type="text"/>	
Daytime phone # *	Email Address
<input type="text" value="xxx-xxx-xxxx"/>	<input type="text"/>
Address	
<input type="text"/>	
City/Town *	Province/State *
<input type="text"/>	<input type="text"/>
Postal/Zip code	Country
<input type="text"/>	<input type="text"/>

Complaint Against – Service provider. Please specify.

Service Provider Type (Click arrow for options) *	Name of the Company *
<input type="text" value="Select or search options"/>	<input type="text"/>
Individual(s) dealt with	
<input type="text"/>	
Address	
<input type="text"/>	
City/Town *	
<input type="text"/>	

Next, fill out the details of the complaint. Information about the decedent will be required for this section.



Details of the Complaint

Name of decedent

Complainant's Relationship to the decedent

Date of death

For Funeral Services, are you the Purchaser?

No Yes

For Cemetery Services, are you the Interment Rights Holder?

No Yes

DESCRIPTION OF CONCERNS: Describe the complaint(s) in detail. Please include as much information as possible including dates, times, and outcome of discussions with provider. (If more space is required, please attach additional pages below)

Have you discussed your concerns with the service provider? *

No Yes

Description

Please note that Consumers are urged to first try to resolve the issue directly with the licensee/manager before filing a complaint with the BAO.

Can you suggest a potential resolution? *

(Please note: The BAO's authority to require the service provider to take action is limited by the terms of the FBCSA. The Registrar cannot award damages or require refunds or discounts where services and/or merchandise have been provided.)


Have you filed a complaint with any other agency/agencies?

Complete the form and add any relevant files to the complaint. To add a file, click on the upload box and then add the files from your computer. At the bottom of the page there is a consent checkbox which has to be selected, and then the 'Submit' button can be clicked to submit the Complaint form.

How did you find out about the BAO ?

Attach any relevant documentation that will support your claim(s). This can include contracts (front and back), email communications, photos, etc.

(Please ensure that all relevant documents are legible)


Click here to upload file

• **Consent for use of personal information:***

- Information will be collected from you to start the complaints process, including your name, address, phone number and email. The BAO is committed to protecting personal information but will share certain information with third parties to effectively process your complaint (e.g., the licensee(s) who is the subject of your complaint and/or a law enforcement agency). The sharing of this information will help to address your concerns and can also protect other consumers.
- The BAO acts in the public interest and is grateful for consumer input that furthers this objective. We strive to inform the public and provide them with tools needed to make informed bereavement-related transactions. The BAO will occasionally publish limited information received in relation to a complaint to better inform consumers and educate licensees. The publication of such information takes place in a respectful and prudent manner.
- The BAO is thorough and diligent in processing complaints. It is important to recognize that the BAO will rely upon information you have provided as true, accurate and complete to the best of your knowledge and recollection.
- For more information, please refer to our Access and Privacy Policy.

I confirm that I have read and understood the complaint acknowledgement and consent form. I authorize the BAO to collect, use, exchange and publish data and information related to my complaint as described herein.