



CEMETERY CONSUMER SERVICE COUNCIL
107 Carpenter Drive, Suite 100 Sterling, VA 20164
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July 29, 2021

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**Re: All Saints Cemetery
Chicago, IL**

Dear Mr. Lubek,

The Cemetery Consumer Service Council (CCSC) and the representative in Illinois has reviewed your complaint form and additional documents you provided us to help assist you in this matter. The CCSC acts as a neutral party to assist in mediated resolutions of cemetery disputes. The CCSC is an industry sponsored consumer assistance organization and industry members volunteer their time and experience to answer consumer inquiries and to informally help resolve complaints. However, we have no power to force the settlement of a complaint.

After discussions with the cemetery, our understanding is that the cemetery's staff has tried several times to work with you in resolving your concerns. The CCSC has put their best efforts to help facilitate a resolution, but in order for a resolution to happen, both parties will need to work together. Because of this, the CCSC regretfully is unable to provide any more assistance in helping to resolve your concerns.

The CCSC considers this complaint closed with All Saints Cemetery. We do wish you the very best and we hope there will be a mutual resolution in this matter. Thank you for taking the time and allowing us to hear your concerns.

Sincerely,

Jason Brown
Coordinator, CCSC

cc: CCC Representative
CCSC Representative