



Office of Training  
and certification

# New Jersey Division of Fire Safety

## *PRACTICAL SKILLS EXAMINATION REPORT*

Skill sheet#

**FM-33**

Certification Title

**Fire Official**

*Mission Specific*

*Manage the resolution of complaints*

### Applicant Information

Candidate name

DFS ID #

Course #

### Evaluation

**Standard:**  
NFPA 1037, 2016 Edition  
**5.2.10**

Task

The candidate will manage the process for handling complaints

**Conditions and Outcome**

Given a specific complaint the candidate will develop a step by step process to be used to handle complaints with a resolution provided to the complainant **The candidate will complete this task with a minimum of 3 items answered correctly**

| Number                                   | Task Steps  | First Test |      | Retest #1 |      | Retest #2 |      |
|--|---|------------|------|-----------|------|-----------|------|
|  |   | Pass       | Fail | Pass      | Fail | Pass      | Fail |
| 1  | List the steps to effectively process a complaint |            |      |           |      |           |      |
| 2  | Assure there is a tracking mechanism              |            |      |           |      |           |      |
| 3  | Establish a limited time frame to resolve         |            |      |           |      |           |      |
| 4  | Provide a resolution to complainant               |            |      |           |      |           |      |
| 5  |   |            |      |           |      |           |      |
| <b>Final Test Result for Entire Task</b> |   |            |      |           |      |           |      |

| Evaluator signature & comments, Test #1  |      | Evaluator signature & comments, Retest #1  |      | Evaluator signature & comments, Retest #2  |      |
|--|------|--|------|--|------|
|  |      |  |      |  |      |
| Evaluator signature  | Date | Evaluator signature  | Date | Evaluator signature  | Date |
| <b>Candidate signature &amp; acknowledgement, Test #1</b>  |      | <b>Candidate signature &amp; acknowledgement, Retest #1</b>  |      | <b>Candidate signature &amp; acknowledgement, Retest #1</b>  |      |
| By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments |      | By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments |      | By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments |      |
| Candidate signature  | Date | Candidate signature  | Date | Candidate signature  | Date |