



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

Final Test Result for Entire Task

Evaluator signature & comments, Test #1

Evaluator signature & comments, Retest #1

Evaluator signature & comments, Retest #2

Evaluator signature

Date

Evaluator signature

Date

Evaluator signature

Date

Candidate signature & acknowledgement,
Test #1

Candidate signature & acknowledgement,
Retest #1

Candidate signature & acknowledgement,
Retest #1

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

Revised 5/22/19 Approved by NJ SME Committee 6/12/2019

Updated on 1/20/2020