



State Fire Marshal Policy

Inspection Forms for Licensees Recommended Appeal and Complaint Text for Fire Equipment Dealers and Installers

May 31, 2011
Policy No. 11-002

SCOPE:

This policy will provide information regarding recommendations by the Office of the State Fire Marshal (OSFM) to licensees (i.e. fire equipment dealers and installers) pertaining to suggested text that should be included on all their inspection forms to address appeals process and complaints. It is the recommendation of the OSFM that the suggested text be clearly explained on all vendor inspections forms.

PURPOSE:

To provide specific information on the appeals process and recommended complaint text to be included on all inspection forms by licensees (i.e. hood system report). This will enable the customer (i.e. business or property owner), if needed, to have the proper information to appropriately challenge any inspection issued by a licensee.

BACKGROUND:

To better inform customers, the OSFM will provide recommended text pertaining to the process for appeals and complaints. This will alleviate any uncertainty by local businesses if they wish to appeal a decision of a licensee or submit a complaint regarding a licensee.

What is Recommended?

Each licensee should have printed on all inspection forms text regarding the right of the customer to contact the "Authority Having Jurisdiction" or the Office of the State Fire Marshal to question or appeal any requirement(s) that the customer feels is an unreasonable interpretation of code. The appeals process must explain the proper procedure(s) available to all customers, whether the concern involves the local appeals process or if it must be conducted through the OSFM.

Recommended Text for All Inspection Forms:

*You are hereby notified that this is an official ORDER from {insert licensee name} stating the defects found to exist in the above-referenced structure or building. You are further notified that the owner, agent, or party in control of said building or structure may APPEAL this ORDER within **30 calendar days** by writing to the {insert name of Authority Having Jurisdiction} at the address above and stating the specified ground of appeal. If you do not appeal this ORDER, you as owner, agent, or person in control of said structure or building have 30 calendar days to complete the specified repairs or improvements. This report does not imply that the occupancy is safe from fire or that all code violations have been identified.*

All current memorandums are located on the State Fire Marshal's website: www.scfiremarshal.llronline.com
If you have questions regarding a memorandum, please contact staff at (803) 896-9800.