

AspiringFireOfficers.com

FIRE OFFICER TRAINING

MEMO WRITING EXERCISE



WRITING EXERCISE:
CITIZEN COMPLAINT PREVIEW

CITIZEN COMPLAINT MEMO - PREVIEW

You will have 30 minutes to produce a Memo to Battalion Chief Gene Olmstead regarding the following scenario. All of the information you will need to produce this document is in the following text.

Your document will be scored using the following dimensions:

- Proper departmental format
- Accuracy
- Content
- Grammar, spelling, punctuation

Your time begins now!

You are the Officer assigned to Engine 1301 This morning you were conducting fire prevention inspections on 3rd Street this morning. As you returned to the engine a citizen, Margaret Thomas, met you. Mrs. Thomas wanted to ask questions about how we deliver EMS services.

Initially her questions were generic. She asked questions about our tiered dispatch system and the capabilities of each unit. She also inquired about the transportation criteria.

Mrs. Thomas was upset because we only dispatched an engine company to her residence when her husband had complained of abdominal pain. She was dismayed that when her friend called 911 for her husband and a fire engine, a paramedic squad, and an ambulance showed up.

She alleged this to be disparate treatment and wondered if it was because she lived on the east side of town (221 Via Wanda Ave.) I explained about our tiered dispatch system and that we try and match the patient's complaint to the units we dispatch. She did not seem to be receptive to my explanation.

Mrs. Thomas listened to my explanation, but still was not satisfied and asked for the name of the person in charge. She refused to provide her contact information. I provided Chief Olmstead's name and contact phone number.

Before she left, she stated that perhaps she should call her Council representative so that they could look into this.