

# *Cromwell Fire Department*

Chief's Office  
Michael R. Terenzio, Chief  
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## COMMENDATION/COMPLAINT FORM Public Service Report

The Cromwell Fire Department provides fire and emergency medical service to our community through trained personnel who provide consistent and professional service to its constituency. As a member of the community, you can assist the Department in ensuring that this level of service maintains that high level of expectation. We encourage your participation, and would like you to inform us when you observe actions by the Fire Department or individual employees that you believe needs to be brought to our attention. This can be actions that you find to be deserving of commendation, or those that you believe are not at an acceptable level of professional service.

You may report your observations in person, by letter, by email or by telephone. The Fire Department address is:

82 Court Street, Cromwell CT 06416.  
The email address is: [info@cromwellfd.com](mailto:info@cromwellfd.com)  
Telephone number: 860-635-6155 extension 1320

The Fire Department accepts anonymous information, but we would prefer that you provide us with your identity. Anonymous reports can only be investigated to the extent which the information allows, which may not be satisfactory to you or the Department.

After you submit your report, you should expect that initial contact will be with a supervisor of the department. The supervisor will prepare a **Public Service Report** (PSR) form and conduct a preliminary investigation. This is to ensure that all relevant and available information is gathered when it is still fresh. Your cooperation is very important particularly in identifying witnesses and allowing us to accumulate evidence including photographs and medical treatment records, if necessary.

, A member of the Fire Department will be assigned to investigate your report and you should expect to hear from that person soon after your report is first filed. The investigator will attempt to arrange for a convenient time and location to conduct a formal interview with you. This interview, may also be recorded.

An essential part of this investigation is the direct contact with the involved fire department employees. In the case of a commendation, your report will become part of the fire department staff's personnel file. In other cases, they will be interviewed in a

similar fashion to your interview; the employee will be instructed not to contact you unless it is in response to a service need.

We strive to complete all of these Public Service Reports (PSR) investigations in as timely a manner as possible. Normally the review process takes a few more days. You will be notified of the investigation's outcome.

Citizens such as you are valuable eyes and ears for our community and it's Fire Department. We respect your input, both good and bad. Whenever you see firefighter actions which you believe we should be aware of, please report those to us.

Sincerely,

*Michael Terenzio*

Michael R. Terenzio, Chief  
Cromwell Fire Department



# Cromwell Fire Department

## PUBLIC SERVICE REPORT / COMMENDATION/COMPLANT FORM

**FD USE ONLY:** PSR # 20\_\_- \_\_ ASSINGED TO: \_\_\_\_\_ DATE RECEIVED \_\_/\_\_/\_\_\_\_

**Your Name:**

**Address:**

**City:**

**State:**

**Zip Code:**

**Phone No.:**

**Email:**

### INCIDENT INFORMATION

**Date of Incident:**

**Time of Incident:**

**Location of Incident:**

**Officer / Firefighter EMT Name(s) (if known**

### SUMMARY OF INCIDENT

Before you submit this form as an email, we would like you to be aware of the District's policy on the use of its email systems. The policy states that electronic communications must have a business purpose. The District may access its electronic communications and obtain information within, without notice to users of the system, in the ordinary course of business when it deems it appropriate to do so. This email message is subject to public disclosure under Public Records Law, is not private or confidential, and is prohibited to be used as harassment.