

- Bureau of Motor Vehicles
- Emergency Management Agency
- **Emergency Medical Services**
- Office of Criminal Justice Services
- Ohio Homeland Security
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TO: Program Directors, Ohio Chartered Fire Training Institutions

FROM: Melvin House, Executive Director
Ohio Division of Emergency Medical Services

REF: ODPS Division of EMS Web-Based Testing Appeal Process

An examinee who wishes to appeal the failure of pass an ODPS Division of EMS examination administered by a chartered fire training program or accredited institution shall submit the appeal in writing to the chartered program or accredited institution program director within five (5) business days of the reported results. The written appeal shall include a detailed explanation including the name of the examinee; examinee contact information; the specific examination taken; the date, time, and location of the examination; and the basis for the appeal. The program director shall review the appeal and provide for resolution, if possible. If the program director is unable to provide a satisfactory resolution, the program director shall forward the written appeal to the Division of EMS Fire Testing Coordinator (OFSTesting@dps.ohio.gov) for review, no later than (5) business days after receipt of the appeal from the examinee.

An examination may be appealed on the basis of improper examination administration and/or examination content.

Upon receipt of an appeal, Division of EMS staff will review the appeal and draft a report, including recommendation(s) for appeal resolution or denial, for review by the Executive Director. The report shall be reviewed by ODPS Legal Services when appropriate. The Division of EMS shall provide a written response within ten (10) business days of receipt of the appeal. The response shall be directed to the student, with a copy to the program director.

Resolution of appeals that result in a student passing an examination shall result in the appropriate action, i.e. certification, instructor course eligibility, etc.

Please contact the Division of EMS Education Section at FireEducation@dps.ohio.gov or (614) 466-9447 with questions or concerns.