



*The Commonwealth of Massachusetts*  
*Executive Office of Public Safety and Security*  
*Department of Fire Services*



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STEPHEN D. COAN  
STATE FIRE MARSHAL

**MEMORANDUM**

**TO:** Heads of Fire Departments

**FROM:** Stephen D. Coan  
State Fire Marshal

**DATE:** January 1, 2013

**SUBJECT:** **Complaints on Hood Cleaning Work pursuant to 527 CMR 11.8.8**

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Since the passage of the hood cleaning regulation, 527 CMR 11.00, our office has worked tirelessly to educate, advise, and test members of the restaurant commercial cooking cleaning industry on the regulation and its requirements. However, our office continues to receive numerous complaints concerning the sufficiency of the work being performed, the licensure of hood cleaners, and certain unique compliance issues.

Accordingly, pursuant to 527 CMR 11.8.8, we have developed a complaint form for your use, a copy of which is attached. We request that you fill out the complaint form, and forward the same to the Licensing Desk by fax (978) 567-3199 or email at [Lydia.Bogar@state.ma.us](mailto:Lydia.Bogar@state.ma.us). Upon receipt, a compliance officer will be assigned to work directly with you. This form is intended for use by our office to review the conduct of hood cleaners for possible license suspension purposes. **The fire department should still take any or all compliance actions relative to violations, as necessary.**

If you have any questions, or require assistance, please contact the Code Compliance & Enforcement Unit at (978) 567-3375 or in western Massachusetts at (413) 587-3181.

**COMPLAINT FORM : COMMERCIAL COOKING OPERATIONS**  
**FOR FIRE DEPARTMENT USE ONLY: Return to DFS, P.O. Box 1025 Stow, MA 01775**

Check all that apply

\*1 Cleaner/Inspector does not hold Certificate of Competency under **527 CMR 11.00:**

Type 1 - Individuals who conduct cleaning or inspection activities for the general public.

Type 2 - "Restricted" to those individuals who actually conduct cleaning activities for commercial cooking operations that they own or operate, or that their employer owns or operates.

Individual's Name:

Location of violation:

Address:

Date of violation:

Contact Information:

**\* NOTIFICATION ONLY TO STATE FIRE MARSHAL - LOCAL FIRE DEPARTMENT HAS ALREADY PROCEEDED WITH COMPLIANCE ACTIONS AGAINST THE INDIVIDUAL.**

2 Inspection for Grease Buildup:

Improper recommended inspection for grease buildup by a certified person in accordance with the schedule set forth in **NFPA 96 – Table 11.4.**

3 Failure to affix a service label to the hood following an inspection/cleaning. **527 CMR 11.6.13.**

4 The service label does not meet the requirements of **NFPA 96; 527 CMR 11.6.13** and requirements of the State Fire Marshal.

5 The notification form for non-compliant systems does not meet the requirements of the State Fire Marshal. **527 CMR 11.6.14.1**

6 Failed to notify Local Fire Department within 48 hours of inspection for non-compliance with **527 CMR 11.03, section 11.6.14.1**

7 The record of inspection does not contain the requirements of **527 CMR 11.03, section 11.6.14.2**

8 The record of inspection has not been maintained for 3 yrs by the inspector/cleaner. **527 CMR 11.03, section 11.6.14.2**

9 Entire exhaust system **was not** inspected for grease buildup; and did not file a non-compliant report with fire department and building owner/operator. This includes hoods, grease removal devices, fans, ducts and other appurtenances. **NFPA 96 11 and 527 CMR 11.03(2), section 11.4**

10 No written report provided to the owner that specified areas that were inaccessible or not cleaned. **NFPA 96 11.6.14.2.**

11 Access panels were not present or do not comply with **NFPA 96 7.4.3**

12 Failed to adequately clean the commercial cooking system in accordance with **527 CMR 11 and NFPA 96.**

Please Explain:

**PLEASE SUBMIT ALL DOCUMENTATION, PHOTOS ETC. WITH THIS FORM. INCOMPLETE FORMS AND FORMS WITHOUT DOCUMENTATION WILL BE RETURNED.**

