

**A. PURPOSE:**

Customer satisfaction is of great importance to the Division of Scientific Services (DSS). Externally the DSS uses customer surveys, customer inquiry/complaint forms and court monitoring forms as methods of evaluating the performance of the DSS.

Internally the DSS uses 'Internal Issue/Complaint' forms as a way of allowing for employee critique of the Management System relating to quality issues.

**B. RESPONSIBILITY:**

Director: is responsible to support the use of customer surveys as a tool to review customer needs and complaints.

Deputy Directors (DD): must review complaints (internal and external) related to their Units and aid the QM in the investigation/follow through of the complaints related to their Sections.

Assistant Directors (AD): must review complaints (internal and external) related to their Units and aid the QM in the investigation/follow through of the complaints related to their Sections.

Assistant Director of the Forensic Science Laboratory (ADFL) must review complaints (internal and external) related to their Units and aid the QM in the investigation/follow through of the complaints related to their Units.

Quality Manager (QM): must review customer complaints and internal inquiry/complaints to determine if a systemic problem exists to try to improve upon the DSS quality system.

FB/DNA Quality Manager (FB/DNA QM): must review customer complaints and aid the QM in the investigation of complaints related to FB and DNA.

All Employees: must work to provide customers with the assistance they require; and must record complaints and forward them through their proper channels so that they can be acted upon.

**C. PROCEDURE:**

1. The monitoring of complaints and customer surveys is a tool DSS Management uses to initiate improvements and monitor the ability to meet the needs of its customers. Information gathered can be useful in determining the Divisions cooperation with customers in meeting their needs and in monitoring the Division's overall performance in work performed. The general process for reviewing complaints includes:
  - a. Receipt of complaint
  - b. Complaint forwarded to the appropriate AD, DD or ADFL and the QM.
  - c. Director notified.

- d. Information is gathered based on the complaint to validate the basis of the issue. A QAR may be opened depending on the nature of the complaint.
- e. When possible, acknowledge receipt of the complaint; when the remediation process is prolonged it may be appropriate to provide updates to the customer.
- f. Investigate the complaint and determine the appropriate action(s) to take.
- g. Follow-up on any needed action(s) and ensure the action(s) is appropriate.
- h. When completed the customer making the complaint will be notified, generally by email, if appropriate.

It is recognized that complaints received may range greatly from matters that are administrative or budgetary to those specific to a case or a Unit. Management will work to identify those issues that represent a risk to the ability of the DSS to meet the needs of its customers, or that affect a component of the Management System. Not all complaints made will be formally reviewed in the above process but may be investigated by the AD or DD or ADFL of the Unit involved, based on the nature of the complaint.

## 2. Customer Surveys

- a. Customer Surveys are provided to clients at a minimum of once annually. The Quality Section will identify a minimum of 20 customers a year to contact. These customers may include representatives from State and Local police agencies, State Attorneys, Defense Attorneys, and special contracted customers. Completed customer surveys will be directed to the QM.

When possible, Survey Monkey or another web based company will be used to disseminate surveys. Survey questions may be altered to obtain specialized information from customers as the need arises.

- b. The QM is responsible to monitor any active survey formats used.
  - (a) The QM is responsible to perform the initial review of the feedback to determine if any matters which will affect case quality are being addressed.
  - (b) Matters which will affect casework must be addressed immediately.
  - (c) The QM will determine the need for action if major issues are identified. This action may be the need to consult with key management, a QAR or other action depending on the nature of the issue.
- ii. Matters which do not affect case quality will be reviewed by the Quality Section to determine appropriate follow-up.
- iii. Completed survey documentation will be maintained by the Quality Section for a minimum of 10 years.

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- iv. When individuals or individual Units are singled out in a positive manner the Deputy Director, Assistant Director or ADFL of the individual or section will be informed and they will inform the individual or section employees as they feel appropriate.
  - v. If there are Unit specific responses a copy of the response will be given to the appropriate Deputy Director, Assistant Director or ADFL for review. Note that these copies do not need to be maintained and can be destroyed once reviewed and acted upon (if necessary). The Deputy Director, AD, ADFL (or their designee) will act on the issues with the cooperation of the Quality Section.
  - vi. All customer survey responses will be reviewed as part of the Management System Review.
3. Customer Inquiry/Complaint Forms (see GL-10.1):
- a. All employees that receive complaints about the work of the DSS whether it is by phone, email or written complaint must inform their Supervisor of the issue as soon as possible. Any complaint made may be documented on a GL-10.1 form. This is for major complaints which affect the quality of the work produced at the DSS. In lieu of using form GL-10.1 a written or emailed complaint can be forwarded or the information can be put into an email and forwarded to the appropriate Manager(s).
  - b. Customers requesting a mechanism to file a complaint can be directed to the Quality Manager by providing contact information (email or phone number) or supplied with the GL-10.1 form.
    - i. *Emails or other Written Complaints*: If a complaint is received by mail, or email, whether it is on a GL-10.1 Complaint form, or in other fashion, a copy of the complaint is made, and forwarded to the appropriate Manager. The original form (i.e. email) of the complaint should be attached to the GL-10.1 when used. The Unit Manager may require the person receiving the complaint to contact the customer to correct the issue or they may contact the individual themselves to investigate the problem.
    - ii. *Telephone or General Conversations*: Complaints received by phone or during a general conversation should be documented on a "Customer Inquiry/Complaint" (see form GL-10.1) form or be put into an email and forwarded to Unit Supervisor or Manager. It is important that the contact information of the person making the complaint be clearly documented, to facilitate follow up as appropriate. Clear documentation should be provided as to the nature of the complaint, and if a solution that satisfied the customer was able to be achieved. The completed form (or email documentation) is forwarded to the Unit Supervisor, who must then review the form and work with the appropriate Manager or Quality Section representative (as appropriate) to resolve any outstanding issue(s).

- c. The Deputy Director and Assistant Director or ADFL in association with the Quality Section will determine if:
    - i. No follow up is required (this would be for minor issues such as clerical errors, that are not repetitive in nature that have been addressed by the individual that was the initial point of contact).
    - ii. Follow up is required but a QAR is not needed (this would be for items where the customer needs a resolution but there is not a systemic problem).
    - iii. Follow up is required and a QAR is needed (this would be for items that affect the quality of the work performed and are possibly but not necessarily systemic in nature).
  - d. All 'Customer Inquiry/Complaint' forms will be maintained by the Quality Section. These will be reviewed as a whole during the annual review of the Management System. The review should include verification that the follow up occurred and should look for reoccurring issues that may require further investigation.
4. Court Monitoring Forms:
- a. Court monitoring forms are used to allow the State Attorneys and Public Defenders to give feedback on the testimony of DSS employees. This form and the use of this form is documented in SOP GL-17 Court Monitoring.
5. Employee Complaints Concerning Quality Related Management System Issues:
- a. Division employees identifying problems or having complaints related to quality issues of the Management System can complete an 'Internal Inquiry/Complaint' form and file the form with the Quality Section or appropriate Manager (see GL-10.3).
    - i. Employees should always address/report issues going through their chain of command prior to raising the issue to the level of a formal inquiry.
  - b. When a Manager receives a GL-10.3 form they may choose to involve the Quality Manager immediately or work to address the issue with the individual making the complaint.
    - i. If the issue is addressed and resolved the Manager will forward the completed form, with the remediation to the Quality Manager.
    - ii. The Quality Manager will review the form for completeness/appropriateness.
  - c. When the form is filed with the Quality Manager, the Quality Manager will work with the appropriate Manager(s) to address the issue. The Quality Manager will inform the Director of the issue.

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- i. The Quality Manager and appropriate Manager will investigate the issue to determine if follow-up is required. The individual making the complaint will be updated as to the determination made and remediation (if appropriate).
  - d. If remediation is required this may be documented in the form or a QAR or other appropriate manner based on the issue. Any pertinent emails or memos may be included as part of the documentation of the review and/or resolution.
6. Records:
- a. The Quality Section is responsible to maintain customer survey responses and complaints for a period of 10 years.

ARCHIVED