A. **PURPOSE**:

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

Internally the laboratory 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: must review complaints and aid the DQM in the investigation/follow through of the complaints.

Quality Manager (QM): must review customer complaints to determine if a systemic problem exists to try to improve upon the Laboratory.

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

C. **PROCEDURE**:

1. Customer Surveys ~~(see GL-10.1)~~
    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 (such as the Department of Corrections). Completed customer surveys will be directed to the QM.

        ~~Surveys such as GL-10.1 or another similar survey will be sent either by regular mail or electronically. Additionally~~ When possible Survey Monkey or other web based company ~~can~~ will be used to disseminate surveys. Survey questions may be altered to obtain specialized information from customers as the need arises.

    b. Completed Surveys ~~Forms~~:
        i. The QM is responsible to monitor any active survey formats used. ~~When completed forms are received they will be forwarded to the QM~~ .

(a) The QM is responsible to perform the initial review of the feedback ~~form~~ 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 ~~addressed~~. 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.

iv. When individuals or individual sections are singled out in a positive manner the ~~Supervisor~~ Deputy Director 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 section specific responses a copy of the response will be given to the section ~~supervisor~~ Deputy Director for review. Note that these copies do not need to be maintained and can be destroyed once reviewed and acted upon. The ~~section supervisor~~ Deputy Director (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.

2. Quality of Service Survey (See GL-10.2~~3~~)

a. ~~Customers picking up evidence will be given a~~ Quality of Service forms are made available to customers picking up and dropping off evidence.

b. Completed forms: When completed forms are returned to the laboratory they will be reviewed by the QM or a member of the Quality section, these will be treated as in section b above.

3. Customer Inquiry/Complaint Forms (see GL-10.1~~2~~):

a. All employees that receive complaints about the work of this laboratory whether it is by phone, email or written complaint must inform their supervisor of the issue as soon as possible. This is for major complaints which affect the quality of the work produced at the Laboratories.

i. *Emails or other Written Complaints*: If a complaint is received by mail, or email, whether it is on a, GL-10.12 Complaint form, or in other fashion, a copy of the complaint is made, and forwarded to your section Supervisor. Any complaint made should be documented on a GL-10.1 form and the original form (i.e email) of the complaint should be attached. The Supervisor 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" form (see form GL-10.12). 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 is forwarded to the section Supervisor, who must then review the form and work with the Deputy Director or Quality section representative (as appropriate) to resolve any outstanding issue(s).

b. The Deputy Director, in association with the Quality Manager (QM or AQM) 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 were 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).

c. 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 laboratory employees. This form and the use of this forms is documented in SOP GL-17 Court Monitoring.

5. Employee Complaints Concerning Quality Related Management System Issues:

a. Laboratory 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 Deputy Director. (see GL-10.3)

b. Completed 'Internal Inquiry/Complaint' forms will be reviewed by a member of the Quality section to determine if an action is required or if no action is required. Once the issue is reviewed the person(s) originating the inquiry sign on the bottom of the form in the designated area to demonstrate that the issue was follow up on and to assure the individual understands the follow-up.