

**A. PURPOSE:**

Customer satisfaction is of great importance to the Division of Scientific Services (DSS). Externally the DSS uses customer surveys and court monitoring forms as methods of evaluating the performance of the DSS. Additionally complaints tracked as Quality Action Requests (QARs) are used to assess customer satisfaction.

**B. RESPONSIBILITY:**

1. Managers: Responsible to provide direction to subordinate staff under their purview as indicated by the organization chart.
2. Supervisors: Responsible to provide supervision to subordinate staff under their purview as indicated by the organization chart.
3. FSE2: responsible as a working lead to subordinate staff as indicated on the organizational chart.
4. FSE1 and Lab Assistants: Responsible to adhere to this procedure as it pertains to their Unit.
5. ECO: Responsible to adhere to this procedure as it pertains to their Unit.
6. Support Personnel (however titled): Responsible to adhere to this procedure as it pertains to their Unit.

**C. PROCEDURE:**

1. The monitoring of complaints, court monitoring responses 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 Unit Manager and the Quality Manager.
  - 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. Generally a QAR will be initiated to document the complaint.
    - i. The investigation will generally be performed by someone external to the activity in question.

- 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 Unit Manager and Quality Manager of the Unit involved, based on the nature of the complaint.

The Quality Manager will maintain information related to complaints that do not rise to the level of a QAR in Qualtrax.

## 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 Quality Manager.

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 Quality Manager is responsible to monitor any active survey formats used.
  - (a) The Quality Manager 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 Quality Manager 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 electronically by the Quality Section for a minimum of 10 years.
- iv. When individuals or individual Units are singled out in a positive manner the Manager 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 Manager for review. Note that these copies do not need to be maintained and can be

destroyed once reviewed and acted upon (if necessary). The Manager (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/Complaints:

- a. Any employee receiving a complaint (verbal or written) from a customer is required to forward the information to the Unit Manager and the Quality Manager upon receipt of the complaint. This will be done via email notification. Complaints received by the Case Management Unit will additionally be forwarded to the Scientific Services Administrative Manager.
  - i. If the person receiving the complaint resolves the issue with the customer to the customer's satisfaction the person taking the complaint should include this in the email to the Managers.
  - ii. If the complainant request to speak to a Manager directly they should be directed to the Quality Manager or the Manager or the specific section. In these cases the Manger is responsible to follow up with appropriate internal notifications.
- b. The Unit Manager(s) and Quality Manager will assess the information provided and inform the Director.
- c. The Manager(s) 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).
- d. If the complaint is found to be significant the Manger and Quality Manager will work with the Director to determine the best way to address the issue. Generally a QAR will be initiated and the process described above will be followed.
  - (i) Significant events may be technical in nature or may by administrative in nature but such that they affect the Management system systemically. The Manager, Quality Manager and Director will work to determine the risk and the best way to document the follow up.
- e. Customers requesting a mechanism to file a complaint can be directed to the Quality Manager. The Quality Manager should request an email be sent with the information.

- f. Record of all complaints 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 provide written notification to the Unit Manager or Quality Manager. This may be via email.
    - 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 complaint they will work to address the issue with the individual making the complaint. If the complaint is such that it affects to quality system the Quality Manger will be informed.
    - i. If the issue is addressed and resolved the Manager will forward the complaint, with the remediation to the Director and Quality Manager for review.
    - ii. The Quality Manager will maintain the record in Qualtrax.
  - c. When a complaint 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.
    - 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 electronically for a period of 10 years.