

State of Connecticut
Department of Emergency Services and Public Protection
Division of Scientific Services

Quality of Service Survey

Evidence Submission and Pick Up

Date of Visit: _____

Rating: **5** - Excellent **4** - Very Good **3**- About Right **2** - Poor **1** - Very Poor

1. How would you rate your overall experience with this laboratory? Rating: _____
2. While submitting or picking-up evidence, at the laboratory, were the Evidence Control Officers and Scientific staff professional and courteous? Rating: _____
3. How long did you wait for service? _____
4. Were there any specific problems with your evidence submission or pick-up? Yes / No
If yes did anyone clearly explain the problem or our procedure to you? Yes / No
Was the explanation satisfactory? Yes / No
Rating: _____
5. Do you have any comments or suggestions that might improve our service? _____

Laboratory Services

Case # (if applicable) _____

With regard to the following laboratory services, did the laboratory:

3 - Exceed your expectations

2 - Meet your expectations
expectations

1 - Did not meet your expectations

Laboratory Service	Quality Of Service	Timeliness of Service	Overall Expectations
Drug Chemistry	_____	_____	_____
Toxicology	_____	_____	_____
Trace Analysis	_____	_____	_____
DNA	_____	_____	_____
Forensic Biology	_____	_____	_____
Chemistry (Arson/Explosives/GSR)	_____	_____	_____
Fingerprints	_____	_____	_____
Imprints	_____	_____	_____
Questioned Documents	_____	_____	_____
Firearms	_____	_____	_____
Multi Media/Image Enhancement	_____	_____	_____
Forensic Photography	_____	_____	_____
Computer Crimes/Electronic Evidence	_____	_____	_____

Comments: _____

Name: _____ Agency: _____ Phone # _____

Forward to: State of Connecticut, DESPP
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Quality Manager
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RETIRED