

ERIE COUNTY  
CENTRAL POLICE SERVICES  
FORENSIC LABORATORY



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## **Complaint Procedures for Customers**

The Erie County CPS Forensic Laboratory seeks feedback from customer agencies and will actively pursue any concerns/complaints made against its operation and/or quality system by its customers. All complaints received by the Erie County CPS Forensic Laboratory from its customers will be directed to the Laboratory Director using the *Erie County CPS Forensic Laboratory Customer Complaint Form*. All complaints will be immediately investigated. Action to resolve the complaint will occur as soon as is practicable. The following steps are recommended. Under certain circumstances, the customer may choose to skip a step.

1. The agency representative is to inform appropriate laboratory personnel of the concern. Depending upon the nature and scope of the concern, this may best be accomplished by contacting the analyst from the involved section, i.e. Firearms, Chemistry, Biology, DNA or Trace.
2. If the concern is not alleviated following the above guideline, the agency representative may choose to contact the next level of laboratory supervision (section supervisors, Quality Assurance Coordinator or Laboratory Director) and bring the concern directly to their attention.
3. If the concern has not been alleviated after all levels of laboratory supervision have been consulted, the agency representative may choose to consult with the head of their agency and have their agency head contact the Commissioner of Central Police Services.
4. After thorough consideration, a representative from Central Police Services will inform the involved individual and/or agency as to the results of the investigation and the position taken by CPS regarding the involved concern.

<b>Current Revision</b>		
<b>Date</b>	<b>Author</b>	<b>Comments</b>
6/8/2017 2:27:51 PM	Schmitz, Michelli A. M.S.	Removed Assistant Lab Director