

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 the Quality Assurance Coordinator of the concern, as directed on the *Customer Complaint Form*.
2. The Quality Assurance Coordinator will contact the Laboratory Director and they will bring the concern directly to the attention of the Technical Leader and/or Section Supervisors to investigate further and decide on a course of action.
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 will be instructed to have their agency head contact the Commissioner of Central Police Services.

The complaint process shall be performed by, reviewed by, and/or approved by an individual not involved in the laboratory activities in question.

Complaints regarding the behavior of staff members of the Erie County CPS Forensic Laboratory will be brought to the immediate attention of the respective section supervisor. The section supervisor will investigate the complaint and take appropriate actions.

After thorough consideration, a representative from the Erie County CPS Forensic Laboratory will inform the involved individual or agency as to the position taken by the laboratory on the involved concern.

Current Revision		
Date	Author	Comments
4/17/2020 12:46:28 PM	Schmitz, Michelli A. M.S.	Removed Assistant Lab Director