



Maine State Police Crime Laboratory

Complaints

1. Scope

The Maine State Police Crime Laboratory's goal is to ensure that all laboratory customers are satisfied with the service provided to them. The following describes the laboratory's policy for complaints received from customers or laboratory personnel. This policy applies to operational issues, including any aspect of the quality management system.

2. Summary of the Complaint Process

- 2.1 The complaint should be addressed in writing to the Laboratory Director or the Maine State Police Command Staff. An effort will be made to get all pertinent details from the complainant that could assist in the investigation of the complaint.
- 2.2 Key Management will investigate complaints that relate to laboratory activities within their section. The Quality Manager will investigate complaints involving the laboratory's quality system. If the complaint is a quality related concern, a Quality Assurance Report will be generated in Paradigm as described in the Non-Conforming Work and Corrective Action Policy (QA-P006).
- 2.3 If the complaint is a personnel matter, the Laboratory Director will follow performance management rules set forth by the State of Maine Bureau of Human Resources.
- 2.3 The laboratory shall acknowledge receipt of the complaint, and provide the complainant with progress reports and the outcome when allowable.
- 2.4 The outcomes to be communicated to the complainant shall be made by or reviewed and approved by the Laboratory Director.
- 2.5 Whenever possible, the laboratory shall give formal notice of the end of the complaint handling to the complainant.
- 2.6 All complaints, investigations and resolutions will be documented and a copy of which shall be kept by the Laboratory Director.
- 2.7 Complaints will be addressed as part of the annual Management Review.