

	<b>LOM 1.20 Complaints</b>	
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	<i>Document Manager: Jeffrey Nye</i>	<i>Approved By: John Bowen</i>

## 1.20 Complaints

The purpose of this policy is to outline how complaints are received and handled. This policy will ensure complaints are thoroughly investigated, documented and improvements to the management system are identified and incorporated.

### 1.20.1 Receipt and Routing of Complaints

Complaints may be received from within the Forensic Science Division ([LOM 2.2 Preventive Action](#)) and individuals external to the Forensic Science Division. Complaints may be received by any member of the Forensic Science Division. Once received, they shall be promptly forwarded to the applicable Laboratory Director. The Laboratory Director shall forward a copy to the Quality Assurance Manager, Laboratory Operations Manager and Division Commander and may forward a copy of the complaint to the Technical Leader and/or Safety Officer dependent upon the scope of the complaint.

### 1.20.2 Validating Complaints

Upon receipt of a complaint, the Laboratory Director shall create a file (electronic or otherwise) for documentation and retention. The Laboratory Director shall conduct an evaluation to validate the complaint and that the complaint relates to laboratory activities. If the complaint is deemed valid and it relates to laboratory activities for which it is responsible, the Laboratory Director shall address it. Dependent upon the nature of the complaint, Michigan State Police Official Order 1, Article #5 may be utilized.

### 1.20.3 Investigating Complaints

If a complaint does not necessitate an investigation under Michigan State Police Official Order 1, Article #5, the Laboratory Director shall be responsible for the investigation. Individuals involved in the laboratory activities that generated the complaint shall not conduct the investigation. The Laboratory Director may opt to include the Technical Leader, Quality Assurance Manager, Laboratory Operations Manager and/or Division Commander in the investigation process.

### 1.20.4 Complaint Actions

Upon completion of the investigation, the Laboratory Director, in cooperation with the Technical Leader, Quality Assurance Manager, Laboratory Operations Manager and/or Division Commander as required, shall develop and carry out actions to resolve the complaint.

### 1.20.5 Ensuring Complaint Actions

Complaints received, the investigations and resulting actions taken shall be audited annually by the Forensic Science Division during the Professional Standards Administrative audits. The audit will ensure proper actions have been completed and documentation has been retained.

### 1.20.6 Complainant Updates

The complainant responsible for the complaint shall be provided confirmation of receipt and closure of the complaint, when possible. The complainant, upon their request, may receive periodic updates on the

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investigation, when possible. Documentation of updates and formal notice of the complaint closure shall be maintained.

### **1.20.6 Exceptions**

Internal complaints received by Division according to [LOM 2.2 Preventive Actions](#) and the FS-22 form shall be handled by the Quality Assurance Manager, Laboratory Operations Manager or Division Commander. Records shall be maintained documenting the receipt and resolution of the complaint.