**Washington State Patrol Crime Laboratory**

**Customer Survey**

In an effort to continue to provide our client’s with the highest quality forensic services, we are asking that you take a moment and provide us with your feedback regarding your experiences with the WSP Crime Laboratory.

If you are providing input based on a particular case experience (optional), please provide the Lab# assigned to the case and the types of examinations requested.

Lab# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Type of Examinations requested \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 optional

**Exceeds Meets Below N/A**

**Expectations Expectations Expectations**

Service when calling/

visiting the laboratory

Interactions with

Laboratory staff

Turnaround time of

Examinations

Clarity of report

Professionalism of staff

Overall laboratory experience

Please add any additional comments and explain any “Below Expectations” ratings.

Do you have any suggestions for the Forensic Laboratory Services Bureau (FLSB) Newsletter? (The Newsletter is distributed a few times per year, highlighting FLSB service capabilities, training opportunities, and other news. Please provide your email below to be added to the distribution list.)

What other information would you like to communicate?

You have the option of completing this survey anonymously. Otherwise, please provide your name and contact information so we can discuss improvements the Lab could make to better assist you.

Name Phone Email

Please return this form to your local lab or via email to 2013 Crimelab Survey

Thank you for your time!