

NYS Division of Criminal Justice Services

Latent Print Unit

Customer Survey

This Customer Survey is for the purpose of utilizing all feedback to better serve our customers . Also, to continually see where improvements can be made. Please be as candid as possible. If you have any questions or concerns regarding this survey, please contact us at (518) 485-7686. When completed please use the submit button or send back completed form to: latent.print@dcjs.ny.gov or fax to the latent print unit at (518)457-3339. Thank you.

Instructions for grading:

1. Highly disagree 2. Disagree 3. Neither Agree or Disagree 4. Agree 5. Highly Agree

1. You receive your latent response letters in a timely manner.

2. You are treated professionally by latent personnel.

3. You receive accurate and timely answers to any questions you have.

4. Latent correspondence and returned evidence is neatly packaged and all evidence submitted is returned.

5. Telephone calls and/or emails are returned promptly.

Comments: