



Customer Survey

This survey is for the purpose of utilizing all feedback, from police agencies to better serve our customers and to continually see where improvements can be made. Please be as candid as possible. If you have any questions or concerns regarding this survey, contact us at (518) 485-7686. Please mail this form back in the provided envelope, email to [latent.print@dcjs.ny.gov](mailto:latent.print@dcjs.ny.gov), or print and 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 Analysis Report(s) in a timely manner.
- 2. You are treated professionally by latent print personnel.
- 3. You receive accurate and timely answers to any questions you have.
- 4. Latent correspondence and returned evidence is neatly packaged.
- 5. Telephone calls and/or emails are returned promptly.

Comments:

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