

REQ: Requests for Services

Introduction This document describes the procedures for the review of

- 4.4.1**
- requests for crime laboratory examinations
 - tenders (responses) to requests for crime laboratory examinations
 - contractual obligations to requesting agencies
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Requests Requests for crime laboratory examinations may be specified in a

- 4.4.1.b**
4.4.1.c
4.4.2
- *Request for Crime Laboratory Examination.* The Unit Supervisor reviews and, based on the capabilities and resources of the laboratory, assigns the request to the analyst in the appropriate discipline or category of testing.

4.4.4
4.4.5

Customers are advised of requests that are outside the capabilities and resources of the laboratory. Any significant modification to a request will be documented on the written request or the communication log. The customer will be notified of the modification.

Requests for forensic biology examinations, which include DNA and serology, may be forwarded to the DNA Analysis Request Committee for authorization prior to testing.

Requests for crime laboratory examinations may also be implied when the evidence is submitted in an examination kit, such as:

- Toxicology Kit. Toxicology analyses are determined by specified criminal offense and sample type.
 - Controlled Substance Envelope. Chemical analyses are determined by sample type.
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Choice of analysis The laboratory is responsible for deciding the appropriate choice of analytical methods and procedures that will be used for the analysis of submitted physical evidence. Customers are advised of this in *iResults*, the laboratory's *secure* Internet-based reporting system.

4.4.1.a
4.4.1.c
5.4.2

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REQ: Requests for Services, Continued

Level of service	Customers are made aware of expected turnaround times and level of service through <i>iResults</i> .
Discrepancies in evidence	Significant evidence discrepancies encountered during evidence acceptance shall be brought to the attention of the Evidence Unit Supervisor. The supervisor shall notify the submitting agency of the discrepancy and shall take the necessary steps to correct the discrepancy.
Tenders to requests	The laboratory does not tender requests for analysis for routine casework. In cases when a request is tendered, the laboratory contacts the requesting agency by email or telephone.
Contractual obligations	The laboratory does not enter into any formal contractual obligations with agencies.
