



## \*\*\*Notice to Customers\*\*\*

ASCLD/LAB-*International* accreditation requirements state that laboratories must notify customers (investigators, prosecuting attorneys, etc.) in certain circumstances listed below. ASCLD/LAB has established that labs may conduct these notifications on a case by case basis or through a general notification made available to all customers. This notice will serve as a general notification to customers for these areas. Submitting evidence to the OSBI Criminalistics Services Division (OSBI CSD) indicates consent with these terms.

### Review of Requests for Analysis (ISO/IEC 17025:2005 Std. 4.4.1):

Each request for forensic analysis is reviewed by OSBI CSD personnel. The OSBI CSD will use the review process to ensure:

1. that the customer's needs are understood (ex: which items need to be processed by the Latent Evidence Unit, etc.), and
2. that the OSBI CSD can meet those needs.

However, the OSBI CSD will determine the most appropriate method(s) of analysis (ex: which chemical processing would best develop latent prints on an item submitted for latent processing) based on the information provided by the customer. Once the OSBI CSD accepts a request for analysis, the accepted request is considered a contract between the requestor and the OSBI.

### Changes to Contracts (ISO/IEC 17025:2005 Std. 4.4.4):

In addition, the OSBI CSD may select the item(s) most appropriate for analysis and/or elect to not analyze all items submitted based on the needs and circumstances of the case. The OSBI does not consider this a change to the "contract," and this may be done without additional notice to the customer.

The OSBI CSD does strive to provide the highest quality and most valuable forensic analysis possible. For that reason, if analysts conducting testing identify alternate and/or additional testing that may prove beneficial to our customers, the OSBI CSD may notify the customer on a case by case basis. This notification will always be done if the proposed analysis will require consumption of the evidence and/or limit future examinations.

#### Subcontracting Analysis (ISO/IEC 17025:2005 Std. 4.5.2):

The OSBI CSD will transfer evidence between OSBI CSD laboratories in order to accommodate efficient analysis.

In limited circumstances, the OSBI CSD may subcontract analysis, if the OSBI CSD cannot provide the service necessary. This includes sending out samples for mitochondrial DNA (mtDNA) analysis and for the DNA identification of human remains and/or associated reference samples.

Any unidentified human remains and/or any reference samples associated with missing persons or unidentified remains that are subcontracted will be sent to the University of North Texas Missing Persons/Unidentified Remains program. Any other evidence requiring mtDNA analysis will be sent to the Federal Bureau of Investigation (FBI) or one of their regional mtDNA labs.

#### Deviations from Analytical Procedures (ISO/IEC 17025:2005 Std. 5.4.1):

The OSBI CSD utilizes analytical methods that are generally accepted in the forensic science community and that have been validated by OSBI CSD personnel and documented in written protocols. In addition, the OSBI CSD maintains a policy to allow for suggesting, evaluating, approving, and documenting deviations to policy and procedure when necessary. These deviations are not communicated on a case by case basis, but are documented according to policy and can be discussed with customers upon request.

#### Selection of Methods (ISO/IEC 17025:2005 Std. 5.4.2):

OSBI CSD analytical methods are documented in written protocols and in some circumstances the analytical method used is also referenced in the case file and/or case record. In some circumstances, the analytical methods used may be listed in the examination report, as required by accreditation and quality standards. In any case in which a report does not list the analytical methods used, the OSBI CSD will provide this information upon request. In addition, a list of current services and/or analytical methods currently in use by the OSBI CSD is located in [OSBI CSD QMA 4.1](#).