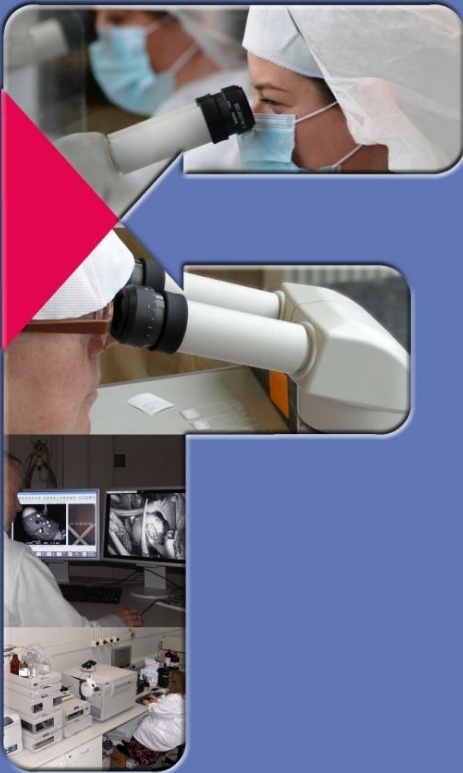




Forensic Science

Northern Ireland

Customer Charter





What is the Customer Charter?

Our mission:

Scientific Expertise
delivered in partnership
supporting justice for all

Forensic Science Northern Ireland (FSNI) is committed to meeting the needs of all our customers.

This new customer charter is one way we hope to improve the experience customers have when they access our services.

The charter has been introduced to tell you, as our customer, what standard of service you can expect when dealing with FSNI.



Who we are and what we do



FSNI provides a fully integrated and comprehensive forensic science service.

From attendance at crime scenes at the very beginning of an investigation, to the provision of evidence in court at the very end of a prosecution, FSNI has the staff, facilities, equipment and experience to support the delivery of justice through objective science.

Operating from a single location, FSNI offers one of the widest ranges of forensic services in Europe, including DNA, Firearms, Fires, Explosives, Digital Electronics, Cartridge Discharge Residues, Microchemistry, Questioned Documents, Road Traffic Collisions, Footwear Marks, Tyre Marks, Tool Marks, Glass, Body Fluids (blood, saliva, semen), Fibres, Blood Pattern Analysis, Alcohol, Drugs and Toxicology.

FSNI holds quality accreditation to the ISO 17025:2005 standard. For our scope of accredited services, see <https://search.ukas.com/#/tabbed/search?q=Forensic%20Science%20Northern%20Ireland&at i=1>



Our commitment to you

FSNI is committed to improving customer experience.

Working in an open and transparent environment FSNI will deliver contracted services building trust and integrity with customers.

FSNI will always fulfil its duties in an expert and professional manner whilst striving to improve services and products and reducing 'waste'.

Through effective communication we will provide information required by customers and stakeholders to assist them in extracting the maximum value of FSNI Services for the Criminal Justice System.

We will consult and be responsive to customers in identifying their needs and developing services to meet them.

We're committed to improving timeliness targets for all customers





Measuring our performance

We are working hard to ensure the right processes and measurements are in place to tell us where we are doing well and where we may need to do better.

As part of our commitment to each customer we will agree a set of specific targets and regularly measure how we are doing against these targets. We will use a number of different ways to measure how we are doing; for example:

- Meeting agreed turn around times for delivery of service
- Priority Service available for urgent work
- Customer surveys and feedback
- External Quality Inspections to maintain ISO 17250 standard

This information and much more will be communicated directly to customers through nominated and dedicated customer account management functions within FSNI.

Stakeholder forum discussions and engagement strategies agreed, implemented and monitored.



By letting us know how we're doing; you can help us to improve our services.

A close-up, low-angle photograph of a microscope's objective lenses and eyepiece, set against a dark, moody background with blue and purple lighting. The image is used as a background for the entire page.

How to contact us

Got a complaint,
comment or
compliment? Get in
touch ...

The best way to contact us is by calling our main telephone number on:

+44 (0)28 90 361 888

Our website has a lot of very useful jargon free information about the range of services we provide, this information is regularly updated. Guidance on our complaints procedure may also be found on the website:

www.fsni.gov.uk

You may also email us:
Forensic.Science@fsni.x.gsi.gov.uk

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