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Governor

TENNESSEE BUREAU OF INVESTIGATION

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DAVID B. RAUSCH
Director

Notice to TBI Forensic Services Division Customers

The TBI-Forensic Services Division is an accredited laboratory system through ANAB (ANSI-National Accreditation Board). We meet the international standards set forth in ISO/IEC 17025:2017. A key component of accreditation is customer service. By submitting evidence to the TBI, you, the customer (law enforcement, attorneys, court officials), enter into an agreement with us, the forensic service provider. For our part, we agree to offer quality forensic services. If, for any reason, we are not able to fulfill requested services, we will notify you. As the customer, you agree to the following terms and conditions. Deviations to these terms and conditions may be requested in writing on a case-by-case basis.

Terms and Conditions of the TBI-Forensic Services Division

Review of Requests for Examination

Requests for Examination forms are reviewed by the intake Evidence Receiving Tech at the time of submission. This review ensures the laboratory is capable of meeting the customer’s testing needs. Upon completion of the review and submission of the evidence, an agreement is established between the customer and the laboratory.

Changes to Contracts

Laboratory personnel may select the most probative or relevant item(s) for analysis based on the needs and circumstances of the case. Additional testing may be requested by the customer.

Selection of Methods

The laboratory utilizes analytical methods generally accepted in the forensic science community. All methods in the laboratory have been validated and deemed fit for use by laboratory personnel. The laboratory reserves the right to select the most appropriate methods for analysis based on the needs and circumstances of the case.

Externally Provided Services

In the event the laboratory must seek testing services from an external laboratory, for example due to backlog, testing outside the scope of TBI’s accreditation, or testing outside TBI’s competence, the customer will be notified. The customer has the right to make arrangements with an external laboratory of their choosing. The TBI laboratory will make available any items created during analysis.

Deviations from Analytical Procedures

Deviations to policy and procedure may occur on a case specific basis. Deviations follow a strict review process ensuring appropriate laboratory management is aware of the occurrence. Deviation documentation will be maintained in the case file and will be made available to the customer upon request.

Database Entry

Items suitable for entry into an Individual Characteristics Database (i.e. AFIS, CODIS, NIBIN) are automatically entered unless specified by the customer. Results of the searches are communicated to the customer.



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Dissemination of Analytical Results

TBI-Forensic Services Division maintains the confidentiality of our customer's information. Case reports and calibration certificates are routinely released to the customer electronically via i-Results. Information not contained in these reports and certificates will be retained by the TBI. These technical records may be released upon appropriate request.

Reported Statements in Comparative Disciplines

The following definitions explain the meaning of comparative reporting terms used in the disciplines of Latent Prints, Firearms/Toolmark Identification, and Microanalysis:

Exclusion: is the conclusion reached by an examiner when the characteristics of two comparable items are in disagreement, therefore; the items did not originate from the same source.

Identification(Same Source): is the strongest degree of association between two comparable items. An identification conclusion is reached when the comparable items have corresponding characteristics and the examiner would not expect to see the same agreement of characteristics repeated in an item originating from a different source.

Disposition of Evidence

Evidence submitted to a TBI laboratory will be returned to the customer upon completion of examinations or withdrawal of the request for examination. If the circumstances or nature of evidence precludes any evidence items(s) from being returned (i.e. Toxicology blood tubes), the customer will be notified of the disposition of the item(s).

Consumption of Evidence

TBI analyst will consume the least amount of evidence necessary to conduct analysis. Some testing methods may require the full consumption of the evidence. Records of evidence consumption can be produced by the TBI and will be communicated to the customer following appropriate request. The customer is responsible for communicating requirements for retaining evidence on a case specific basis.

Policies and Procedures

Policies and procedures utilized by the TBI-Forensic Services Division are available on the TBI website. Tennessee Codes Annotated (TCA) govern some Forensic Division testing and calibration services and reporting guidelines. TCAs may be found at the LexisNexis website.

Review of Case Files by Accrediting Body

ANAB will periodically review case files as part of the accreditation process. All assessors have been properly vetted and adhere to the TBI confidentiality policy.

Customer Surveys

Customer surveys are available on the TBI website and may be found in the laboratory Evidence Receiving area. If issues need immediate attention, please contact the appropriate Regional Supervisor.

TBI Nashville Crime Lab – Regional Supervisor: Jenifer Hall 615-744-4175, Jenifer.Hall@tn.gov

TBI Knoxville Crime Lab – Regional Supervisor: Kelvin Woodby, 865-549-7870, Kelvin.Woodby@tn.gov

TBI Memphis Crime Lab – Regional Supervisor: Donna Nelson, 901-379-3457, Donna.Nelson@tn.gov

Scheduling Calendar

To better serve the needs of our customers, appointments for evidence submission and return can be made via the 10to8 internet calendar.