MIOSHA

Michigan Occupational Safety and Health Administration (MIOSHA)
Department of Labor and Economic Opportunity (LEO)

AGENCY INSTRUCTION

DOCUMENT IDENTIFIER:	DATE:
MIOSHA-ADM-10-4R4	February 17, 2026

SUBJECT: Comment/Suggestion Card for MIOSHA Services

I. Purpose. To provide a system to obtain customer feedback on the level of service provided by MIOSHA staff and how well the objective of the "Connecting MIOSHA to Industry" initiative is being met. The card also complements the "Customer Survey" developed for Strategic Plan Goal 3.1 (Foster a culture of integrity, inclusion, teamwork, and excellence to strengthen confidence in and delivery of MIOSHA services.).

II. Scope. The MIOSHA Comment/Suggestion Cards will be used by the General Industry Safety and Health Division (GISHD), the Construction Safety and Health Division (CSHD), the Consultation Education and Training (CET) Division, and the Technical Services Division (TSD). GISHD, CSHD, and CET will use the same version of the Comment/Suggestion card.

The MIOSHA Appeals Section may also use cards as appropriate.

III. References. MIOSHA Strategic Plan FY 2024 - 2028 Summary; Strategic Goal 3.1

IV. Distribution. MIOSHA Staff; Federal OSHA; S-drive Accessible; MIOSHA Messenger; and Internet Accessible.

V. Cancellations. All previous versions of this agency instruction.

VI. Next Review Date. This instruction will be reviewed in five (5) years from date of issuance.

VII. History. History of previous versions include:

MIOSHA-ADM-10-4R3, January 22, 2024
MIOSHA-ADM-10-4R2, September 19, 2018
MIOSHA-ADM-10-4R1, August 3, 2015
MIOSHA-ADM-10-4, August 10, 2010
MIOSHA-MEMO-ADM-06-2R1, April 25, 2007
CET-MEMO-ADM-06-1, June 5, 2006
MIOSHA-MEMO-ADM-06-2, April 24, 2006

VIII. Contact. Barton G. Pickelman, Director

IX. Originator. Barton G. Pickelman, Director

X. Background. MIOSHA staff provide skilled service and quality assistance to Michigan employers and employees on a daily basis. Each year thousands of employers and employees have contact with MIOSHA personnel. Oftentimes those interacting with MIOSHA provide positive feedback to the staff person providing the service or have suggestions for improving program effectiveness. However, there had not been a simple, ongoing way to collect feedback on the level of service provided.

To help ensure the program continues to be responsive and is useful, the MIOSHA Strategic Plan for FY 1999-2003 included a goal of ensuring that "Ninety percent of employers and workers receiving a MIOSHA intervention rate their experience as useful in identifying and correcting workplace hazards and exposures."

XI. Significant Changes.

A. Removed Procedure for Completing an Electronic Green Card and updated language to accommodate new web comment card form. See Section XII. C.

B. Updated language to include electronic card feedback distribution. See Section XIV.

C. Updated Appendix A to reflect hard copy comment card that includes QR code.

D. Updated Appendix B to reflect new web comment card form.

XII. Distribution of Comment/Suggestion Cards. Each division may distribute two cards with the same input fields but designed using different colors to identify the route of distribution for each inspection, intervention, or investigation. Blue and green cards are distributed by CET, CSHD, GISHD, and RSS.

A. Hard Copy Blue Cards. CET, CSHD, GISHD and RSS field staff will be supplied with postage paid blue cards to distribute to employees or employers during the site visit, at their discretion. The field staff or designated administrative support staff will fill in the date, the field staff member's name, and division (CET, CSHD, and GISHD only) prior to distributing the cards. Inclusion of the company name (CET, CSHD, and GISHD only) or facility name (RSS only) is optional. The blue cards will be more indicative of the comments for the field staff. See Appendix A for CET, CSHD, and GISHD card example.

B. Hard Copy Green Cards (CSHD and GISHD only). Employers will be mailed a postage paid green card along with the final letter that is sent after the inspection (e.g., mailed with the final close-out letter after the employer has been assisted through the abatement process). The administrative support staff responsible for mailing the final letter at the conclusion of an investigation will fill in the date, the field staff member's name, the division, and the company name. The green cards will be more indicative of the comments for the overall interaction with MIOSHA.

C. Electronic Green Cards (CET, CSHD, GISHD, and RSS only). An electronic card may be sent to employers who provide valid email addresses. Staff responsible for emailing the final letter at the conclusion of an enforcement or consultative intervention will include a link to the electronic version of the green Comment/Suggestion Card. See Appendix B for an example of the electronic green card used by CET, CSHD, GISHD, and RSS.

The electronic green cards have seven required fields that must be completed before the "Submit" button on the card will work. These seven pieces of information are the minimum needed to submit an entry in the Agency Comment/Suggestion card database.

The electronic card can be accessed via MIOSHA Comment card | State of Michigan, or by scanning the QR code on the hard copy card.

D. Necessary Information for Processing Cards. The following information is necessary for processing the comments and suggestions received. The cards will have the date ("Intervention Date" CET, CSHD, GISHD and RSS only), company name (CET, CSHD, and GISHD only), Facility Name (RSS only is optional), name of the MIOSHA representative, and their division on the cards at the time of distribution. Less favorable comments may be affected by the reason for the intervention, circumstances surrounding the intervention, or the extent of the citations and/or penalties issued. Therefore, comments must be correlated with interventions in order to better understand the nature of the comments.

XIII. The hard copy postage paid cards will be mailed by the customer to Lansing for processing. The electronic versions of the card will be returned by the customer when they click submit to MIOSHA-Comment-Cards@michigan.gov.

XIV. Procedures have been established for processing completed cards and providing MIOSHA Administration with a summary of the responses. Data entry will be performed by Administration staff and processed cards will be forwarded to the identified division, section, or program for review and distribution to the appropriate MIOSHA field staff. Copies of cards with comments that affect other divisions, sections, or programs will be shared with the affected business unit. Feedback from cards submitted electronically will be distributed to divisions monthly by Administration staff. A report containing contact information from the hard copy cards, for those customers that wish to be added to MIOSHA GovDelivery email lists, will be emailed to the appropriate division, section, or program.

XV. Effects on Performance and Training. Feedback provided on the comment/suggestion cards will not be negatively referenced during MIOSHA staff's annual performance reviews. Feedback from the comment/suggestion cards will not be the basis for disciplinary action. If there is a trend of constructive comments received, the information could be used to provide informal feedback to an individual or group.

Appendix A (Blue and Green Cards)

MIOSHA Comment/Suggestion Card

To complete the card electronically utilize the QR Code

How would you rate your overall experience with MIOSHA? ☐ Useful ☐ Not Useful
Did you find the staff to be knowledgeable about employee safety and health issues? ☐ Yes ☐ No
Did the staff explain how to correct the safety and health hazards they identified? ☐ Yes ☐ No ☐ N/A

Based on the MIOSHA intervention, did you implement specific changes in your workplace, for example, updated a policy/written program, conducted safety/health training, corrected safety/health violations, established hazard recognition system, etc.? Please be specific: _____

_____

_____

What can MIOSHA do better? _____

_____

_____

Optional information

Company Name: _____ Contact Name: _____

Telephone: _____ Email: _____

I would like to receive electronic announcements on: ☐ Consultation Education and Training (CET) ☐ MIOSHA Standards Updates

Date: _____ MIOSHA Representative(s): _____ Division: _____

The mission of MIOSHA is to help protect the safety and health of Michigan workers 05/2025

Appendix B

MIOSHA Comment Card

The mission of MIOSHA is to help protect the safety and health of Michigan workers. Please submit this completed form by using the "Submit" button at the bottom of this page.

How would you rate your overall experience with MIOSHA? *

- ○ Useful
- ○ Not Useful

Did you find the staff to be knowledgeable about employee safety and health issues? *

- ○ Yes
- ○ No

Did the staff explain how to correct the safety and health hazards they identified? *

- ○ Yes
- ○ No
- ○ NA

Based on the MIOSHA intervention, did you implement specific changes in your workplace, for example, updated a policy/written program, conducted safety/health training, corrected safety/health violations, established hazard recognition system, etc.? Please be specific:

Only letters, numbers, spaces, and the characters ?, ., - are allowed. Maximum length: 255 characters.

What can MIOSHA do better?

Only letters, numbers, spaces, and the characters ?, ., - are allowed. Maximum length: 255 characters.

Date of Intervention:

MIOSHA Division *

-- Select an option --

MIOSHA Division *

-- Select an option --

MIOSHA Representative *

Representative

Second MIOSHA Division

-- Select an option --

Second MIOSHA Representative

Representative

Company Name *

Company Name

Contact Name

Contact Name

Telephone *

555-555-5555

Email

server@michigan.gov

SUBMIT

Please visit www.michigan.gov/MIOSHA to learn more about the diverse range of services we provide to meet the needs of our customers

Please subscribe to MIOSHA's electronic mail lists by visiting https://public.govdelivery.com/accounts/MILEO/subscriber/new?qsp=MILEO_