

FAMILY COURT SERVICES  
CLIENT COMPLAINT FORM  
*(Family Mediation, Guardianship Investigation,  
Conservatorship Investigation,  
Family Law Facilitator)*

**Family Court Services staff are committed to helping you make the best decisions regarding your children, family members, and adults in your care.** We hope you are satisfied with the services you receive. In the event you are not, you may use the enclosed form to inform us of your complaints. Be sure to notify us of your complaint as early as possible. Your complaint will be responded to promptly.

1. Use of the attached form is the proper way to express your complaint about the way in which Family Court Services handled your Family or Probate Court matters.
2. Upon receipt of your complaint, the Family Court Services Director will:
  - Review your complaint.
  - Talk with the staff who have been involved with your case.
  - Determine whether your complaint is a matter that Family and Probate Court Services can address or a legal matter only the Courts can address.
  - Contact you within ten (10) working days confirming receipt of your complaint, investigate the matter, and contact you in writing within thirty (30) days with the results of the investigation.

You are encouraged to first speak directly with the individuals involved in your complaint in order to try and work things out. Many complaints about mediation, investigation, and facilitation services are a result of misunderstanding or miscommunication. Many of these misunderstandings can be worked out through direct, honest discussion.

To file a complaint please answer the questions on the attached form. Complete the form and return it to: Family Court Services Director, Carol Park, 100 N. State Street, Ukiah, California, 95482. If your complaint is about the Director or Mediator, please address your complaint to the Court Executive Officer at the same address. Your complaint will be reviewed thoroughly and someone will get back to you within ten working days to confirm receipt of the complaint and to describe the next steps.

# CLIENT COMPLAINT FORM

Please complete the following items to help us better understand your complaint. **This form will not be placed in your Family Court Services or Probate Court Services file or in your court case file.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

Case Number: \_\_\_\_\_

Do you have an attorney?  Yes  No

- This complaint is about:
- Family Mediator
  - Family Law Facilitator
  - Guardianship Investigator
  - Conservatorship Investigator
  - Secretary
  - Family Court Services Director

If an individual(s) is the source of your concern, please provide the name(s) below, if known:

\_\_\_\_\_

When did the action about which you are concerned happen?

- Within the last month
- Within the last three months
- Within the last year
- More than one year ago

What is your complaint? Please be specific:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What would you like to have done as a result of this complaint?

Lined area for text response.

Is your mediation or investigation in progress at this time?

Yes  No

What other information do you think is important for us to know?

Lined area for text response.

Signature

Date

(Unsigned or anonymous complaints cannot be accepted.)