

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 Court Executive Officer 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 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: Court Executive Officer, 100 N. State Street, Ukiah, California, 95482. Your complaint will be thoroughly reviewed, and someone will get back to you within 10 business days to confirm receipt of the complaint and to describe the next steps.

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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: _____

PO Box _____

City: _____ **State:** _____ **Zip:** _____

Daytime Phone: _____ **Case Number:** _____

Do you have an attorney? Yes No

This complaint is about: Family Mediator
 Family Law Facilitator
 Guardianship Investigator
 Conservatorship Investigator

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?

Is your mediation or investigation in progress at this time?

Yes

No

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

Signature

Date

(Unsigned or anonymous complaints cannot be accepted.)