FAMILY LAW FACILITATOR
CUSTOMER COMPLAINT FORM

The Family Law Facilitator's Office appreciates your taking the time to inform us of your complaint about the services you received through our office. You are encouraged to notify us of your complaint as soon as possible. The Facilitator's Office is committed to responding to your concerns in a prompt and thorough manner.

Many complaints about the Family Law Facilitator's Office are a result of a misunderstanding or miscommunication regarding the services provided by the Facilitator's Office. Many of these misunderstandings can be worked out through direct, honest communication.

Attached is a set of questions that will help us better understand the nature of your complaint about the Family Law Facilitator program. Please complete the form and return it by mail to Butte County Superior Court 1 Court Street, Oroville, California 95965. Please refer to Local Rule 16.7(A) for specific procedures about the processing of your complaint.

Below is some general information that may help you understand how the Family Law Facilitator's Office functions:

1. The Family Law Facilitator ***does not*** represent you. The Facilitator assists parties with preparation of paperwork.
2. Responsibility for making official orders about your case rests with the Court only.
3. The Facilitator cannot reverse or change a court order. If you are concerned about orders that were made by a judge you must make your appeal directly to the Court for a review of the case. You may seek legal advice on how to appeal a court decision.
4. Submitting a complaint through the use of the attached form ***is not an appeal*** for a review or reversal of court orders that have been made in your case. An appeal is a legal process over which the Facilitator has no control. Use of this form is the proper way to express your grievances about the services or information you received from the Facilitator or the Facilitator's staff.

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Use this form only for complaints about the Family Law Facilitator's Office

Please complete the following items to help us better understand your complaint. This form will not be placed in your Facilitator file or the Court's file.

NAME:
ADDRESS:
DAYTIME PHONE:
CASE NUMBER:

This complaint is about:

☐ The Family Law Facilitator (please provide names if known)
☐ A Family Law Facilitator's Office Procedure
☐ A staff person in the Facilitator's Office (please provide names if known)
☐ Other

If the Facilitator is the source of your concern, please provide the name(s), if known.

_____

_____

When did the action about which you are concerned happen? Date: _____

What is your complaint? Please be specific.

_____

_____

_____

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

_____

_____

Is your case still pending?

_____

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

_____

_____

Signature: _____ Date: _____

(Unsigned or anonymous complaints will not be investigated)