FAMILY COURT SERVICES
CLIENT COMPLAINT FORM

We in the Family Court Services/Mediation Department appreciate your taking the time to inform us of your complaint about the services you received through our offices. We encourage you to notify us of your complaint as soon as possible. Our staff is committed to responding to your concerns in a prompt and thorough manner. We are interested in helping you and the court make the best decisions possible to meet the needs and best interests of your child(ren).

Attached is a set of questions that will help us better understand the nature of your complaint about Family Court Services/Mediation staff and/or procedures. Please complete the form and return it in person or mail it to the Family Court Services/Mediation office at 1775 Concord Avenue, Chico, CA 95928. Your complaint will be reviewed thoroughly by the Manager of Family & Children's Services.

Below is some general information that may help you understand how Family Court Services/Mediation and the court work.

1. Responsibility for making official orders about your parenting arrangements rests with the Court. No one but a judge can order any child custody or visitation arrangements. Depending on local court rules and practices, Family Court Services mediators may make recommendations about what they think would be best for your child(ren), but they do not make a court order or decision. The judge is the only person authorized to order a child custody, visitation arrangement or parenting plan.

2. Family Court Services or this complaint process cannot reverse or change a court-ordered parenting plan. Only a judge can change the court order. If you are concerned about the custody or visitation orders that were made by a judge, your attorney, the court clerk or a representative of the SHARP (self-help center for the self-represented litigant) program can tell you how to return a matter back to court.

3. A complaint about how you were treated in Family Court Services/Mediation or about the procedures used can be addressed in your complaint and will be responded to by the Family Court services office.

4. **Submitting a complaint through the use of the attached form in 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 Family Court Services has no control. Also, a parent's disagreement or objection with the mediator's recommendation is not to be addressed by this complaint process. Those disagreements should be addressed in court or by the legal process.

5. Upon receipt of your complaint, the Manager of Family & Children's Services will:

- Review your complaint.
- Talk with the staff that has been involved with your case.
- Determine weather your complaint is a matter that Family court Services can address or a legal matter only the courts can address.
- Provide you with a written response to your complaint.

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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/Mediation file or in your court file.

Name: _____

Address: _____

Daytime Phone:_____

Case Number: _____

Do you have an attorney? ☐Yes ☐No

This complaint is about ☐an individual(s) in the Family Court Services mediation office

☐ A Family Court Services procedure

☐ Both an individual and a procedure

Is your mediation in progress at this time? ☐Yes ☐No

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

Based on your complaint, what would resolve this issue for you?

_____ _____

Signature Date

(Unsigned or anonymous complaints will not be accepted)