SUPERIOR COURT OF THE STATE OF CALIFORNIA
County of Nevada

Nevada City Court □
201 Church Street
Nevada City, CA 95959
(530) 362-4309

Truckee Court □
10075 Levon Ave.
Truckee, CA 96161
(530) 362-4309

FAMILY COURT SERVICES
CLIENT COMPLAINT FORM

We at Family Court Services appreciate your taking time to inform us of your complaint about the services you received through our office. We encourage you to notify us of your complaint as early as possible. We are committed to responding to your concerns in a prompt and thorough manner. **We are interested only in helping you and the courts make the best decisions possible to meet the needs and interests of your children.**

We encourage all clients with complaints about their experience with Family Court Services to first talk directly with the individuals involved in order to try to work things out. Many complaints about child custody recommending counseling (mediation) and evaluation services are a result of misunderstanding or miscommunication, and many of these misunderstandings can be worked out through direct, honest discussion.

Formal Complaint Process:

If you want an investigation of and response to a complaint, you must submit the complaint in writing and provide a copy of the written complaint to the attorney or self-represented person on the other side. The other parent (self-represented) or their attorney will have the opportunity to submit a written comment to your complaint. Once the complaint has been investigated, a written response will be prepared and sent to the complaining person and copied to all the attorneys/self-represented persons in the case.

Attached is a set of questions that will help us better understand the nature of your complaint about Family Court Services staff and/or procedures. Please complete the form and return it to the Family Court Services office in which your child recommending counseling or evaluation took place. Your complaint will be reviewed thoroughly by the Court Executive Officer for the Superior Court of California, County of Nevada.

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Below is some general information that may help you understand how Family Court Services and the courts 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 arrangement. Family Court Services staff may advise the court regarding what they think would be best for your children, but they do not make a court order or decision. *The judge of your Court is the only person authorized to order a child custody or visitation arrangement.*

2. Family Court Services 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, you must make your appeal directly to the court for a review of the case. Your attorney or the court clerk's office can tell you how to appeal a court decision.

3. A complaint about how you were treated in Family Court Services or about the procedures used can be addressed directly by the Family Court Services office.

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 Family Court Services has no control. Use of this form is, however, the proper way to express your grievances about the way in which Family Court Services handled your child custody mediation or evaluation.

5. To process 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 Court Services can address or a legal matter only the courts can address.
   - ❖ Contact you to discuss the next steps.
   - ❖ Respond to your concerns in writing.

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 file or in your court case 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

☐ A Family Court Services procedure

☐ Both an individual and a procedure

☐ A court order

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 3 months

☐ Within the last year

☐ More than a year ago

What is the complaint? Please be specific.

_____

_____

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

_____

_____

_____

_____

_____

_____

Is your child custody recommending counseling (mediation) or evaluation 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.)