

|                                                                                                                                                                                                                           |                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| NAME:<br>STREET ADDRESS:<br>CITY: STATE: ZIP CODE:<br>TELEPHONE NO.: FAX NO. (Optional):<br>EMAIL ADDRESS:                                                                                                                | <b>DO NOT FILE IN CASE</b> |
| <b>SUPERIOR COURT OF CALIFORNIA, COUNTY OF CONTRA COSTA</b><br>STREET ADDRESS: 751 Pine Street<br>MAILING ADDRESS: PO Box 911<br>CITY AND ZIP CODE: Martinez, CA 94553<br>BRANCH NAME: Peter Spinetta Family Law Building |                            |
| PLAINTIFF/PETITIONER:<br>DEFENDANT/RESPONDENT:                                                                                                                                                                            |                            |
| <b>FAMILY COURT SERVICES COMPLAINT FORM</b>                                                                                                                                                                               | CASE NUMBER:               |

1. Do you have an attorney? ☐ Yes ☐ No
2. What date did you last meet with Family Court Services?
3. This is a complaint about ☐ an individual(s) in the Family Court Services office  
☐ a Family Court Services Procedure  
☐ both an individual and a procedure
4. If an individual is the source of your concern, please provide their name(s), if known:
5. When did the action you are concerned about happen? ☐ Within the last month  
☐ Within the last three months  
☐ Within the last year  
☐ More than a year ago
6. What is your complaint (*describe in detail*)?

(Continue to page 2)

☐ I understand that this complaint will not be viewable by the Judge / Commissioner in my case. This form is for internal court use only and will not be part of the court file. This document shall be deemed official information within the meaning of Evidence Code Section 1040, pursuant to Family Code Section 3177.

You may also use a Proof of Service form to show this complaint was sent to the other party, but your complaint will not be responded to unless the other party has received a copy of this complaint.

Date:

SIGNATURE  
(Unsigned or Anonymous Complaints cannot be accepted)

NAME:

CASE NUMBER:

**FAMILY COURT SERVICES COMPLAINT FORM - INFORMATION**

**A complete copy of this form must be sent to the other party. All complaints, with proof of providing a copy to the other party, must be delivered to Family Court Services for processing.**

Family Court Services appreciates 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. Our staff is 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 child(ren).

Below is some general information that may be helpful for you to consider regarding your complaint.

1. Only a judicial officer can make a court order for child custody or visitation. Family Court Services cannot reverse or change a court-ordered parenting plan. If you are concerned about the custody or visitation orders that were made by a judicial officer, you must make your appeal directly to the court for a review of the case.
2. Submitting a complaint through the use of this 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 mediation or child custody recommending counseling session.
3. A complaint about how you were treated at Family Court Services or about the procedures used can be addressed through this complaint process with the Family Court Services office. Concerns regarding the content of the Family Court Services report, including disagreements with the recommendations, should be addressed at the court hearing.
4. To process your complaint, the manager of Family Court Services will:
  - a. Review your complaint for investigation, if appropriate;
  - b. Talk with the staff that has been involved in your case;
  - c. Determine whether your complaint is a matter that Family Court Services can address, or a legal matter only the courts can address.
5. Family Court Services will respond to your concerns in writing and provide a copy of the response to the other party. Your case may be re-assigned to a new mediator, if appropriate.