



## **SUPERIOR COURT OF CALIFORNIA COUNTY OF SAN MATEO**

HALL OF JUSTICE  
400 COUNTY CENTER, 6<sup>TH</sup> FLOOR  
REDWOOD CITY, CA 94063-1662

### **FAMILY COURT SERVICES**

RODINA M. CATALANO  
COURT EXECUTIVE OFFICER  
CLERK & JURY COMMISSIONER

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### **Client Comment Policy**

We at Family Court Services appreciate you taking the time to let us know your comments and complaints about the services you received from our office. 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 children.

Below is some general information describing how Family Court Services and the Court work:

- Responsibility for making decisions about child custody and visitation arrangements rests with the Court. When parents are not able to reach an agreement, it is the responsibility of Family Court Services child custody recommending counselors to make recommendations to the Court. Only judicial officers can make orders regarding your parenting arrangements.
- Family Court Services staff cannot enforce, reverse or modify your Court orders. Only judicial officers can make changes to an existing order. If you would like to modify a Court order, or believe there are grounds for reconsideration, you should consult with an attorney. If you are representing yourself, please seek help from the Family Law Facilitator's Office located on the second floor of the Hall of Justice.
- If you have a complaint or a request to change your child custody recommending counselor, please review Local Court Rule 5.13(B)(9). A complaint form is attached, comprised of questions that will help us better understand the nature of your concerns. You may submit comments or complaints using the attached form at your earliest convenience, but in no event later than ten (10) calendar days after your Family Court Services report has been issued.
- Once you have completed the attached form, you may return it to the Family Court Services office via mail, fax or in person. The manager will then:
  - Review your comments and/or complaint.
  - Provide the other party with a courtesy copy of your complaint.
  - Speak with the staff involved in your case.
  - Determine whether your concern is a matter Family Court Services can address or a legal matter only the Court can address.
  - Contact you with a response.

## Complaint Form

Please complete the following items to help us better understand your concerns.

Case Number: \_\_\_\_\_ [ ] Please keep my address confidential from the other party.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Cell or Message Number: \_\_\_\_\_

Work Telephone Number: \_\_\_\_\_

Do you have an attorney at this time? \_\_\_\_\_ Yes \_\_\_\_\_ No

Name: \_\_\_\_\_

Do you have an upcoming mediation? \_\_\_\_\_ Yes \_\_\_\_\_ No

Date of Mediation: \_\_\_\_\_

Is there a future Court date scheduled for your case? \_\_\_\_\_ Yes \_\_\_\_\_ No

Court Date: \_\_\_\_\_ Dept.: \_\_\_\_\_

My comments and/or complaints are about:

\_\_\_\_\_ An individual(s) in the Family Court Services office

\_\_\_\_\_ A Family Court Services procedure

\_\_\_\_\_ Other: \_\_\_\_\_

If your comments are in regards to an individual in the Family Court Services office, please provide the name(s): \_\_\_\_\_

When did this incident occur? \_\_\_\_\_

\_\_\_\_\_

Please describe your concerns and be specific as possible: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

