



SUPERIOR COURT OF CALIFORNIA COUNTY OF SAN MATEO

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

FAMILY COURT SERVICES

RODINA M. CATALANO
COURT EXECUTIVE OFFICER
CLERK & JURY COMMISSIONER

TEL. (650) 261-5080
FAX (650) 261-5142

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: _____

Complaint Form

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

Signature: _____ Date: _____

*** Unsigned or anonymous comments will not be accepted. ***

Please address your written comments about the services you received in Family Court Services to:

**David Cherniss, Senior Managing Attorney
Family Court Services
400 County Center, 6th Floor
Redwood City, CA 94063**