

SUPERIOR COURT OF CALIFORNIA • COUNTY OF FRESNO

Family Court Services
1130 'O' Street
Fresno, California 93724
(559) 457-2100 – option 4

Fresno-FamilyCourtServices@fresno.courts.ca.gov

Family Court Services Complaint Form

Family Court Services appreciates you taking the time to inform it of your concerns about the services you received at this 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, and are interested in helping you make the best decisions in meeting the needs and interests of your children.

Attached is a set of questions that will help us better understand the nature of your complaint. Please complete the form and return it to the Family Court Services office or mail it to the above address. Your complaint form will be reviewed and you will be hearing from someone in the office either in writing or by telephone once your complaint has been reviewed and researched. Please know the complaint review process can take up to several weeks, but if you wish you may call the office to check the status of your complaint.

Below is general information to help you understand the responsibility of Family Court Services:

1. 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, please contact your attorney, the Family Law Clerk's Office, and/or the Self-Help Center to receive assistance in this area.
2. Submitting a complaint through the use of the attached form is *not* a request for a review or reversal of court orders that have been made in your case. Use of this form is, however, the proper way to express your displeasure about the way Family Court Services handled your child custody or visitation Child Custody Recommending Counseling session.
3. A complaint about how you were treated in Family Court Services or about the procedures used should be addressed directly to Family Court Services.
4. The internal processes for addressing your formal complaint are:
 - Review your complaint.
 - Talk with the staff who was involved in the case.
 - Determine whether your complaint is a matter that Family Court Services can address or a legal matter only the courts can address.

Note: This form may Not be used to request change of Child Custody Recommending Counselor. All requests for change of Child Custody Recommending Counselor must be made, in writing, not later than 15 calendar days from the date the court orders the parties to participate in a Child Custody Recommending Counseling session, and a copy of the request shall be **provided to the opposing party** before it can be accepted by Family Court Services.

Name: _____

Address: _____
Street or P.O. Box City State Zip Code

Phone: _____

Date of Mediation: _____

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Court Case Number: _____

Date of Court Hearing: _____

Department Number: _____

Do you have an Attorney? Yes Name of Attorney: _____ No

This complaint is about: A Family Court Services employee
 A Family Court Services procedure
 Both an individual and a procedure
 The court order dated _____

If an individual is the source of your concern, please provide the name below, if known.

What is your complaint? Please be specific.

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

Have you participated in a CCRC session/mediation? Yes No

If so, what was the date of your CCRC session/mediation? _____

What other information do you think is important for us to know in reviewing your complaint?

IS/

Signature

(Unsigned or anonymous complaints cannot be accepted)

Dated