

**SUPERIOR COURT OF CALIFORNIA,
COUNTY OF EL DORADO**

**CHILD CUSTODY RECOMMENDING COUNSELING
CLIENT COMPLAINT FORM**

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 and submit either a Proof of Service or Declaration Under Penalty of Perjury that you have done so. Attachments to this complaint form may not exceed three pages, double spaced. 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 Child Custody Recommending Counselor staff and/or procedures. Please complete the form and return it to El Dorado Superior Court Administration at 2850 Fairlane Court, Suite 110, Placerville, California 95667. The Court Executive Officer or his/her designee will respond within 30 days if at all possible.

HOW CHILD CUSTODY RECOMMENDING COUNSELING AND FAMILY COURT WORKS

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. Child Custody Recommending Counselor's are responsible to make recommendations of what they think would be best for your children, but they do not make a court order or a decision. **The judge is the only person authorized to order a child custody or visitation arrangement.**
2. Child Custody Recommending Counselors cannot reverse or change a court-ordered parenting plan. Only the 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 staff of the Family Law Facilitator/Self Help Clinic can tell you how to appeal a court decision.
3. A complaint about how you were treated in a Child Custody Recommending Counseling session or about procedures used can be addressed directly by Court Administration.
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 Child Custody Recommending Counselors have no control. Use of this form is, however, the proper way to express your grievances about the way in which Child Custody Recommending Counselor handled your child custody or visitation session.
5. To process your written complaint, the Court Executive Officer or his/her designee will:

- Review your complaint.
- Talk with staff who has been involved with your case.
- Determine whether your complaint is a matter that Court Administration can address or a legal matter only the courts can address.
- Respond in writing to the complaining party and to the attorney or self-represented person on the other side.

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Please complete the following items to help us better understand your complaint. This form will not be placed in your court file.

Name _____

Address _____

Daytime Phone _____

Case Number _____

Do you have an attorney? Yes No

This complaint is about A Child Custody Recommending Counselor
 A Child Custody Recommending Counseling procedure
 Both a Child Custody Recommending Counselor and a procedure

If a Child Custody Recommending Counselor is the source of your concern, please provide the name below, if known:

When did the action about which you are concerned happen? Within the last month
 Within the last three months
 Within the last year
 More than one year ago

What is your complaint? Please be specific.

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