SUPERIOR COURT OF THE STATE OF CALIFORNIA
COUNTY OF MARIPOSA
FAMILY LAW FACILITATOR'S OFFICE

Customer Complaint Resolution Procedures

We at the Mariposa County Family Law Facilitator's Office (FLF), thank you for wanting to take the time to inform us of your complaint regarding the services you received from our offices. Our goal is to provide the best customer service possible.

Please complete and return the Customer Complaint Form attached, by:

- Returning form in person to: Superior Court Administration Office located at 5092 Jones Street, Mariposa, CA 95338
- Mail to: Superior Court Administration Office, Post Office Box 316, Mariposa, CA 95338

The Family Law Facilitator will review your completed complaint form upon receipt. If your complaint is about the Family Law Facilitator, it will be reviewed by the Court Executive Officer. This process may involve, among other steps, interviewing the FLF staff member involved, a review of the documents prepared, if available, and other work performed. You may also be contacted by telephone for an interview if it is deemed necessary for resolution.

A written response will be mailed to you within thirty days of the receipt of your complaint form. You will be informed of the actions that have been taken as a result of your complaint.
Please be aware of the following:

- We cannot address your complaints regarding persons, entities or situations that are beyond our supervision and control. These include, but are not limited to, complaints about the Department of Child Support Services, judicial officers and court orders, courtroom and Clerk's Office staff, and Family Court Services.
- We cannot address your complaints if you do not give us specific information about the situation that you are complaining about such as names and dates. Complaint forms without this information cannot be processed.
- You must provide your name, mailing address, telephone number, and a case number if you would like us to address your complaint. Complaint forms without this information cannot be processed.

Also note that we are bound by the guidelines set forth by law starting with Family Code Section 10000. We cannot give legal advice and cannot respond to all questions and requests for assistance. The Family Law Facilitator staff that interviews you when you first come to our office for help will determine, based on these guidelines, whether we can assist you.

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Please print and complete this form, then return to Superior Court Administration Office located at 5092 Jones Street, Mariposa, CA 95338 in person or by mail. Our address is: Superior Court, P.O Box 316, Mariposa, CA 95338.

1. Today's date: _____
2. Your name (first and last): _____
3. Your address: _____
4. Your daytime telephone number(s): _____
5. Case number(s) involved in this complaint: _____
6. When did this incident happen? (please give exact date, if possible, and timeframe)

   _____

7. This complaint is about (check one):

   ☐ Family Law Facilitator Staff, (please provide name) _____

   ☐ Family Law Facilitator Procedure

   ☐ Other, (please specify): _____

8. What is your complaint? Please be detailed and specific. You may attach additional sheets if you need more writing space.

   _____
   _____
   _____

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

   _____
   _____
   _____
   _____

10. What other information do you think is important for us to know?

    _____
    _____
    _____

******DO NOT WRITE BELOW THIS LINE******

Date Received: _____ Date Reviewed: _____ Date Reviewed: _____

Rec'vd By *(initials)*: _____ Reviewed By *(initials)*: _____ Reviewed By *(initials)*: _____

Local Form for Optional Use
Mariposa Superior Court
FL-001