

Superior Court of California, County of Placer

Court User Feedback Policy

SECTION I. PURPOSE AND SCOPE OF POLICY

In order to provide court users the opportunity to give feedback to the court, the following policies governing Court User Feedback, Language Access Complaints and Subordinate Judicial Officer Complaints have been adopted by the court.

SECTION II. LIMITATIONS ON SCOPE OF POLICY

The court is committed to an environment where feedback and complaints are handled in the most expedient way and at the lowest level possible. Court users are not required to complete forms to express concerns or provide positive feedback. Court staff and managers should address feedback and concerns, when appropriate, with the individual who desires to provide information to the court and without requiring a form to be completed to effect that communication.

This document provides the steps to take when a court user indicates they would like to give written feedback or submit a formal complaint. It further outlines where such forms should be directed and timeframes for response, where needed.

SECTION III. COURT VISITOR FEEDBACK FORM PROCESS

- A. A Court User indicates they would like to fill out a feedback form.
- B. Staff provides a paper copy or directs Court User to online Court Visitor Feedback Form.
- C. Staff receives the filled out form and delivers it to Administration within one week of submission.
- D. Administration will review the form, log responses and gather information with or from the Unit Manager, as needed, to formulate the court's response.
- E. If requested, the court will respond by phone, email or mail and log the survey as complete. Court Administration will identify the appropriate individual to respond based on the type and nature of the feedback.

SECTION IV. LANGUAGE ACCESS COMPLAINT PROCESS (California Rules of Court, rule 2.851)

- A. Court User indicates they have a Language Access Complaint.
- B. Staff will provide a paper copy of the Language Access Complaint form or direct Court User to online form.
- C. Staff receives the filled out form and delivers it to the Language Access Representative (LAR) promptly.
- D. LAR will respond in writing within 30 days to acknowledge receipt unless the complaint is submitted anonymously.
- E. LAR will initiate a preliminary review, prioritizing complaints dealing with the denial of court interpreters on pending cases and send notice of resolved complaints within 60 days.
 - a. If further investigation is required, complainant must be notified within 60 days.
 - b. LAR shall notify the Court Executive Officer of any claims that accurately, based on the LAR's reasonable judgment, reflect a denial of services as soon practical.
- F. Within 60 days of Notice, complainant may submit a written statement of dissatisfaction to LAR. The Court Executive Officer, or designee, may review the statement, notice and complaint to determine if further action is needed.
 - a. If appropriate, the court will promptly respond by phone or in writing to any complaints.
- G. The LAR will log each complaint to enable required reporting to the Judicial Council on the number and kinds of complaints.

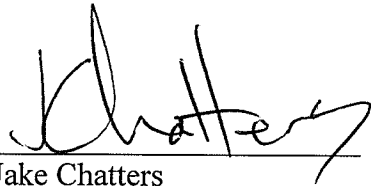
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SECTION V. SUBORDINATE JUDICIAL OFFICER COMPLAINT PROCESS

- A. Court User indicates they have a complaint against a subordinate judicial officer.
- B. Staff accepts written complaint or directs the complainant to submit a written complaint to Court Administration at courtadmin@placer.courts.ca.gov.
- C. Staff delivers the hard copy complaint to the Judicial Secretary no later than the day following receipt.
- D. The Judicial Secretary documents all written or emailed complaints in the Officer's file and coordinates any additional action with the Presiding Judge pursuant to California Rules of Court, rule 10.703.

APPROVAL

This policy will remain in place unless rescinded or modified by the Court Executive Officer.



Jake Chatters
Court Executive Officer

Date: 4/17/2018