

**PLACER SUPERIOR COURT  
FAMILY COURT SERVICES  
CLIENT COMPLAINT PROCESS**

Complaints concerning the court-connected child custody mediators, recommending counselors, evaluators, and/or the Family Court Services Program are handled according to the following guidelines:

1. Complaints are accepted **only from persons or their attorneys who are a party to an action** currently filed with the Placer Superior Court.
2. Complaints may be submitted verbally or in writing to the Director of Family Court Services.
3. Written complaint should be made on the Family Court Services Complaint Form and addressed to:

**Placer Superior Court  
Family Court Services  
Attention: Director  
Post Office Box 619072  
Roseville, CA 95661**

4. Submitting a complaint through use of this form will not initiate a review or reversal of Court orders that have been made in your case. Your complaint will not affect the outcome of the court case.
5. Family Court Services complaint form must include the following information:
  - a. The names of the parties of the case and their attorneys.
  - b. The family law case number.
  - c. The most recent court date.
  - d. The name(s) of Family Court Services personnel (i.e., child custody recommending counselor, evaluator) with whom you have had contact.
  - e. Description and reasons for the complaint.
6. Director of the Family Court Services for Placer Superior Court will process your complaint in following ways:
  - a. Review your complaint;
  - b. Communicate with the assigned child custody recommending counselor, evaluator, or staff who has been involved with your case; and
  - c. Contact you, verbally or in writing, within 60 days from the day the Complaint Form was received (the attorney or self-represented person on the other side *may* also be contacted).