

Superior Court of California, County of Placer

Self-Help Center Feedback Policy

SECTION I: PURPOSE AND 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. In order to provide court users the opportunity to give formal feedback on services rendered by the Self-Help Center, the following Self-Help Center Feedback Form Process has been established.

SECTION II: LIMITATIONS ON SCOPE OF POLICY

Court users are not required to complete forms to express concerns or provide positive feedback. Court staff and the Family Law Facilitator should address feedback and concerns, when appropriate, with the individual who desires to provide it and without the requirement that a form be utilized.

Section III outlines the steps to be taken by the Self-Help Center when a court user indicates they would like to provide written feedback or submit a formal complaint.

SECTION III: SELF-HELP CENTER FEEDBACK FORM PROCESS

- A. Court User indicates they would like to provide feedback.
- B. When requested, staff provides a paper copy of the Self-Help Feedback Form (PL-SH900) or directs Court User to the form(s).
- C. Court User leaves the form in one of the locked suggestion boxes.
 - a. The court has two suggestion boxes, which are prominently located at the front doors of the 1st and 2nd floor Self-Help Center Offices. (Keys are held by the Family Law Facilitator and by the Administrative Secretary.)
 - It is not uncommon for Court Users to locate and complete a feedback form without staff direction
- D. Family Law Facilitator retrieves the forms and separates those with the “I have a suggestion or feedback” box checked.
- E. Family Law Facilitator will determine if the problem identified on the form is related to the operations of the Self-Help Center.
 - a. If the complaint involves the Family Law Facilitator or relates to other court operations, the form will be delivered to Administration within one week of submission.
- F. Family Law Facilitator will promptly address complaints with Court User if contact information has been filled out on the form.
- G. If the complaint cannot be resolved by the Family Law Facilitator, Court User will be notified that they can contact the Court Executive Officer and a copy of the complaint form will be promptly forwarded to Administration.