

Customer Complaint Form

Superior Court, County of Santa Clara

Self-Help Center/Family Law Facilitator's Office/Small Claims Advisor ("SHC")

Please complete this form and return it to us as soon as possible. You may return the form in person to our Notre Dame SHC office. You may also mail it to **Superior Court of California, Santa Clara County, 191 North First St., San José, CA 95113**. Information about how to fill out this form is on the back of this page.

- Your **full name**: _____
- **Today's date**: _____
- Your **address**: _____
- Your **daytime telephone number(s)**: _____
- Your **court case number(s)** involved in this complaint: _____
- **When** did this happen? (Please give us the exact date or timeframe such as "last week", etc.):

- **This complaint is about** (check one):
 - SHC staff** (please name or describe their appearance in detail): _____
 - SHC Procedure**
 - Other**, specify: _____
- **What is your complaint?** (Please be detailed and specific. You may attach additional pages if you need more writing space.)

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

- **What other information** do you think is important for us to know?

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

Date Rec'd: _____ By (initials): _____	Date Reviewed: _____ By (initials): _____	Date Reviewed: _____ By (initials): _____
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Customer Complaint Resolution Procedure

Superior Court, County of Santa Clara
Self-Help Center/Family Law Facilitator's Office/Small Claims Advisor
("SHC")

The Santa Clara County Self Help Center, Family Law Facilitator's Office and Small Claims Advisor ("SHC") thank you for taking the time to inform us of your complaint about the services you received from our offices. Our goal is to provide the best customer service possible and your feedback helps us do that.

The Customer Complaint Form is on the other side of this page.

You may return the form in person to our Notre Dame Avenue office. You may also mail it to:
Superior Court of California, Santa Clara County, 191 North First St., San José, CA 95113.

The Supervising Attorney or his/her designee will review your completed complaint form when it is received. If your complaint is about the Supervising Attorney, it will be reviewed by his/her supervisor. This process may involve, among other steps, interviewing the SHC staff member involved, reviewing the documents prepared, if available, and other work performed. You may also be contacted by telephone for an interview.

A written response will be mailed to you within 30 days of day we receive your complaint form. You will be informed of the actions that have been taken as a result of your complaint and the next steps, if any.

Please note:

- We cannot address complaints about people, 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 or Clerk's Office staff, Family court Services and Court security.
- We cannot address your complaints if you do not give us specific information about the situation 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 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 state law and local rules. We cannot give legal advice and cannot respond to all questions and requests for assistance. The SHC staff that interviews you when you first come to our office for help will determine, based on these guidelines, whether we can assist you.