

**FAMILY LAW FACILITATOR/SELF-HELP CENTER  
CUSTOMER COMPLAINT FORM**

We appreciate your concerns regarding Family Law Facilitator/Self Help Center services. We are committed to responding to your complaint in a prompt, thorough and professional manner.

We encourage all customers with complaints to first talk directly with the individuals involved in an effort to clarify any misunderstandings or miscommunications that may have occurred during your contact with our staff. Many complaints about the Family Law Facilitator/Self-Help Center are the result of miscommunication that can best be solved by directly speaking with the individual who provided service. However, if you feel your complaint or concern has not been adequately or properly addressed, please complete the following information:

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Case Number(s) \_\_\_\_\_

Complaint is about:  an individual (name of person, if known) \_\_\_\_\_  
 a process or service  other: \_\_\_\_\_

What is your complaint or concern: \_\_\_\_\_  
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In an effort to address your concerns, the Court Executive Officer will:

- Review your complaint,
- Discuss your concerns with the staff involved with your case,
- Determine what action is appropriate, and
- Contact you to discuss the matter.