



SUPERIOR COURT OF CALIFORNIA
FAMILY LAW & PROBATE DIVISION
(916) 875-3400

**RESOURCES FOR COURT-ORDERED SERVICES
PROVIDER COMPLAINT PROCESS**

Complaints are accepted only from persons or their attorneys who are a party to an action currently filed with the Sacramento County Superior Court. Complaints must be submitted in writing to the Family Law and Probate Division. Complaints may be hand-delivered or sent by first class mail to 3341 Power Inn Road, Sacramento, CA 95826, Attn: Court Administration.

Persons making complaints should be aware that all information contained in the complaint may be made available to the provider. The complainant will not receive a response from the Superior Court, but we may contact you if we have questions. If the complainant wishes to bring the complaint to the attention of the Court as part of a court case, it is the complainant's responsibility (or the responsibility of his/her attorney) to file the necessary paperwork to have the matter heard before the Court.

Before submitting a complaint, please review this general information about the Resources for Court-Ordered Services lists:

- The court maintains provider lists for the convenience of our customers and does not recommend any individual provider.
- You are not required to use a provider from the court's list.
- The court does not supervise the providers on our lists and has no authority to take action against them, other than removal from our provider lists.
- Submitting a complaint is not an appeal for a review or reversal of Court orders that have been made in your case. Your complaint will not be placed in the court case file nor will it affect the outcome of the court case.

If you wish to file a complaint, please include all of the following information:

1. Your complete name

2. Your daytime telephone number
3. Your case number
4. The name(s) of the individuals and/or agency with whom you have had contact
5. Date(s) when the action about which you are concerned happened, or the general timeframe if you cannot remember the exact date (i.e. within the last month)
6. Your specific complaint
7. Any other information that you think is important for us to know

Thank you for your input.