



Superior Court of California

County of Calaveras

400 Government Center Drive
San Andreas, CA 95249
(209) 754-9800
www.calaveras.courts.ca.gov

PUBLIC FEEDBACK/ COMPLAINT FORM

The Superior Court of California, County of Calaveras, is committed to transparency, accountability, and maintaining public trust. To support these principles, the Court welcomes and encourages public feedback and complaints regarding court services, accessibility, and customer experience.

The Court reviews complaints regarding administrative or operational matters. It does not review or modify judicial decisions through this process.

HOW TO SUBMIT:

Public complaint forms are available:

- **Online** through the Court's official website: [Home | Superior Court of California | County of Calaveras](#)
- **In person** at all public service counters

Please keep a copy of the completed form for your records and submit the original to the Court either in person or by email at: HR@calaveras.courts.ca.gov

All submitted feedback and complaints will be reviewed and routed to the appropriate division for response or follow-up in accordance with applicable laws, rules, and court policies.

IMPORTANT INFORMATION

What this form *may* be used for:

- Feedback or complaints related to customer service, accessibility, or operational concerns.
- Submitting a complaint will not affect your access to court services or your legal rights. The Court reviews administrative and operational concerns only. This form cannot be used to challenge judicial rulings or influence case outcomes. Anonymous complaints are accepted, but the Court may not be able to provide follow-up if no contact information is provided. If contact information is included, the Court will acknowledge receipt within 15 court days.

What this form *may not* be used for:

- Complaints about judicial rulings or legal decisions.
- Matters that require an appeal, motion, or legal remedy.
- Complaints about judicial officer conduct (see below).

JUDICIAL OFFICER COMPLAINTS

- Concerns regarding judicial officer conduct must be directed to the Commission on Judicial Performance. https://cjp.ca.gov/file_a_complaint/
- Case-related decisions can only be challenged through the appropriate legal process (e.g., appeal or motion for reconsideration).

CONFIDENTIALITY

Information submitted on this form may become part of the Court's administrative records and may be subject to disclosure under [California Rules of Court, rule 10.500](#) or other applicable laws. *If the complaint becomes a part of a request, personal contact information provided on this form will be redacted to protect the privacy of the individual submitting the complaint.*

ACCESSIBILITY

If you need assistance completing this form or require language or disability accommodations, please contact:

- ADA Coordinator at 209-754-5961, or by email HR@calaveras.courts.ca.gov, or
- Language Access Coordinator at 209-754-6141, or by email interpreters@calaveras.courts.ca.gov.

NON-RETALIATION STATEMENT

Submitting a complaint will not affect a person's access to court services, case processing, or legal rights.

Today's Date: _____ Date of Incident: _____

CONTACT INFORMATION

(Optional – anonymous submissions will still be reviewed)

Name: _____

Address: _____

City/State/ Zip Code: _____

Telephone Number: _____ E-Mail Address: _____

Case Number: _____ (if applicable)

TYPE OF FEEDBACK/ COMPLAINT

☐ Regarding Court Staff ☐ Regarding Court Procedure ☐ Suggestions for Improvement

COURT DIVISION / SERVICE AREA INVOLVED

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Appeals | <input type="checkbox"/> Civil | <input type="checkbox"/> Child Support | <input type="checkbox"/> Criminal |
| <input type="checkbox"/> Family Court Services | <input type="checkbox"/> Family Law | <input type="checkbox"/> Jury Services | <input type="checkbox"/> Juvenile Delinquency |
| <input type="checkbox"/> Juvenile Dependency | <input type="checkbox"/> Landlord Tenant | <input type="checkbox"/> Mental Health | <input type="checkbox"/> Probate/ Conservatorship/ Guardianship |
| <input type="checkbox"/> Self-Help Services | <input type="checkbox"/> Small Claims | <input type="checkbox"/> Traffic | <input type="checkbox"/> Other: _____ |

DETAILS

Please provide a brief summary outlining the basis of your concern or suggestions (including dates, case number, indicate service area or other relevant information).

If additional space is required, attach and number additional pages.

Response Time: The Court will review your feedback and route it to the appropriate division. If a response is required and contact information is provided, the Court will acknowledge receipt within 15 court days and provide a response as appropriate.

Supporting Documentation: You may attach supporting documentation (e.g., copies of correspondence, receipts, or other relevant materials). Do not include original documents or evidence filed in a court case.

Filing a complaint with the Court or the Commission on Judicial Performance will not delay appeal deadlines or change the outcome of a case.

ACKNOWLEDGMENT

I acknowledge that I have provided the information on this form voluntarily and understand that:

- This form is not a substitute for an appeal, legal motion, or complaint regarding judicial rulings.
- Complaints about judicial officer conduct must be submitted to the Commission on Judicial Performance.
- Information submitted may become part of the Court's administrative records and may be subject to disclosure under Judicial Council of California, [California Rules of Court, Rule 10.500](#).
- If I have provided my contact information, I may be contacted for additional information or follow-up.

By signing below, I certify that the information provided is true and accurate to the best of my knowledge.

Signature

Date

INTERNAL USE ONLY

Date Received:/ ____ Initials:/ ____

Division Routed To: _____

Manager Assigned: _____

Reviewed by Human Resources: _____

Resolution Date: / ____ Initials:/ ____

Type of Complaint (*Check all that apply*)

- ☐ Customer Service / Staff Conduct
- ☐ Court Procedure or Process
- ☐ Accessibility (ADA / Language Access)
- ☐ Case Processing Delay or Error (Non-judicial)
- ☐ Facility / Safety Concern
- ☐ Technology or Online Services
- ☐ Jury Services
- ☐ Self-Help / Public Service Counter
- ☐ Suggestion for Improvement
- ☐ Other: _____

Notes/Follow-Up Actions: