

SUPERIOR COURT OF THE STATE OF CALIFORNIA
County of Nevada



201 Church Street
Nevada City, CA 95959
(530) 362-4309

SELF-HELP CENTER/FAMILY LAW FACILITATOR/LAW LIBRARY
PATRON COMPLAINT PROCESS

We at the Self-Help Center / Office of Family Law Facilitator / Law Library (Self-Help, generally) appreciate your taking time to inform us of your complaint about the services you received through our office.

We encourage you to notify us of your complaint as early as possible and to talk directly with the individuals involved in order to try to work things out. We are committed to responding to your concerns in a prompt and thorough manner. We are interested only in providing legal information within the limits allowed by law so you can make your own decisions.

The Self-Help Center / Family Law Facilitator / Law Library is here to help you find legal information and procedure.

Staff **CANNOT** give you specific legal advice, represent you in court, monitor your case, inform you of future dates or deadlines, predict or guess an outcome, or have a confidential or attorney-client relationship with you. If you need or want any of those things, consult a private attorney. Staff **CAN** assist all parties to a case.

Staff CANNOT assist you if you have an attorney.

Staff may be attorneys, legal assistants, students or volunteers. The Center is **NOT** responsible for the outcome of your case. All services rendered are for this interaction only.

Formal Complaint Process: If you want an investigation of and response to a complaint, you must submit the complaint in writing.

Once the complaint has been investigated, a written response will be prepared and sent to the complaining person.