



FAMILY COURT OF THE STATE OF DELAWARE

CHANDLEE JOHNSON KUHN
CHIEF JUDGE

NEW CASTLE COUNTY COURTHOUSE
500 N. KING STREET, SUITE 9450
WILMINGTON, DELAWARE 19801-3736

FAMILY COURT COMPLAINT PROCEDURES **(August 26, 2010)**

Complaints:

Complaints from members of the public should be handled fairly and expeditiously. Complaints may include communications related to the Court's policies, practices, procedures, delays, mistakes or behavior as it relates to a court employee, job performance or condition of work. Complaints do not include communications about decisions of the Court for purposes of this policy. Individuals communicating with the Court because they disagree with a court order or decision should be directed to the appropriate appeals resources.

Complaints about Family Court Staff:

1. Members of the public who have a complaint related to an employee of Family Court shall be referred to the supervisor of the person against whom the complaint is being made.
2. The supervisor (or another person as appropriate) shall provide a response to the complaining party as soon as possible after receipt.
3. If the person making the complaint is not satisfied with the supervisor's response, that person shall be referred to the next individual in the chain of command, who must respond to the complaint as soon as possible after receipt thereof.
4. Complaints should be made in writing using the Family Court Complaint Form (Form 875), which is available in English and Spanish on the Court's website and in the Court's Resource Centers.
5. The supervisor or any other individual responding to a complaint, shall document the complaint and the response by completing Family Court Complaint Log Form 875S.
6. If the subject of the complaint relates to the decision of the Court, the complaining party should not complete the Family Court Complaint Form. Instead, the complaining individual shall be directed to pursue a review or appeal of the decision as applicable.

Complaints about Hearing Officers:

1. Members of the public who have a complaint related to a Family Court Judge or Commissioner must make the complaint in writing using the Family Court Complaint

Form (Form 875), which is available in English and Spanish on the Court's website and in the Court's Resource Centers.

2. Completed Complaint Forms should be forward to:

The Office of the Chief Judge
Family Court, NCCCH
500 N. King Street, Suite 9445
Wilmington, DE 19801

3. The Chief Judge, or her designee, shall respond to the complaint in writing as soon as possible after receipt thereof.
4. If the subject of the complaint relates to the decision of the Court, the complaining party should not complete the Family Court Complaint Form. Instead, the complaining individual should be directed to pursue a review or appeal of the decision as applicable.

The Family Court of the State of Delaware

In and For New Castle Kent Sussex County

COMPLAINT FORM

Complaints include communications related to the Court's policies, practices, procedures, delays, mistakes or behavior as it relates to a court employee, job performance or condition of work.

DO NOT use this form if your complaint is related to the outcome or decision in your case. **YOU MUST FILE AN APPEAL IF YOU WOULD LIKE TO CHALLENGE THE OUTCOME OF YOUR CASE.**

(Please Type or Print)

A. NAME AND CONTACT INFORMATION:

Mr. Ms. _____ (Last) (First) (MI)

Address: _____ (Street) (City) (State) (Zip Code)

Telephone (Include Area Code and Number): _____ Home Cell Work

B. STATEMENT OF COMPLAINT:

Please fully and completely state all of the facts and circumstances of your complaint. **PLEASE BE SPECIFIC**, referring to relevant dates, times and names of all persons involved. Attach as many additional pages as necessary to fully set forth all of the relevant facts and circumstances surrounding your complaint.

Date: _____ File No. _____

Time: _____ Pet. No. _____

Names of Persons Involved: _____

Description of Occurrence: _____

See Attached Sheets

_____ Date _____ Your Signature _____

COURT USE ONLY

RECEIVED BY:	DATE:
DIRECTED TO:	DATE:
RESPONSE FROM:	DATE: