

## INSTRUCTIONS FOR CITIZEN ADVISORY COMMITTEE GRIEVANCE RECORD

This form applies only to grievances filed directly with the Citizen Advisory Committee. Use form SCAO 28c for grievances reviewed randomly or for gender bias. Upon completion, this form should be attached to the Citizen Advisory Committee Report of Activities (SCAO 28a) and filed with the State Court Administrative Office by January 15. Coded data should be included only for grievances where the Committee has made its final determination. Grievances awaiting final determination should be indicated on the line, "Number of Grievance Responses Pending."

### Case no. and Grievance no.

- The case number is the number assigned by the circuit court. This number is necessary in order to compare with the records of the Friend of the Court and Chief Judge.
- The grievance number is the Citizen Advisory Committee's number. The number should start with designation of the current year and then a number. For example "97 001". At the beginning of each year, start the numbering sequence over with "001".

### Date of Receipt

- Specify the date the party filed the grievance with the Citizen Advisory Committee.

### Date of Response

- Specify the date the Citizen Advisory Committee provided a response to the complaining party.

### Multiple Grievances

- Indicate with a "DG" any duplicate grievance filed with the Citizen Advisory Committee. Consider a grievance to be a duplicate if it addresses the exact same facts and issues as a previous grievance. Do not use this indication for the first of the duplicated grievances.
- Indicate with an "SP" grievances filed by the same party, but about different facts or issues.

### Grievance Issue Types

- For each grievance, indicate major types of issues raised by placing a "S" for support, "PT" for parenting time, "C" for custody, "GB" for decisions based on gender rather than on the best interests of the child, or "O" for other. You may list more than one type for a grievance.

### Grievances Rejected

- For each grievance rejected, indicate either "N" for grievances rejected because they involved matters other than operations or "O" for grievances rejected for any other reason.

### Evaluation of Grievance

- For each grievance, indicate "F" if the Committee's response fully agreed with the grievance's allegations, "P" if the response partially agreed, or "D" if the response disagreed with all of the grievance's allegations.

### Recommendation

- Leave this column blank if no recommendation was made. Indicate "CO" if a recommendation was made to the chief judge and county board of commissioners to change a local operation or policy. Indicate "CL" if a recommendation was made to a state legislator or other state official to change law or state policy.

### Reporting Period Totals:

- For each column, indicate the number of grievances corresponding to each code. For example, if 3 grievances (or portions of grievances) dealt with support and 5 with parenting time, you would place a 3 under the "S" and a 5 under the "PT."

**CITIZEN ADVISORY COMMITTEE GRIEVANCE RECORD**  
 (Grievances Filed Directly with Citizen Advisory Committee)

Citizen Advisory Committee _____ Circuit Court _____ County				Reporting Period January 1 - December 31 _____ Year				Mail original to: Friend of the Court Bureau State Court Administrative Office PO Box 30048 Lansing, MI 48909								
Note: This report is due January 15 of each year																
Grievance no./ Case no.	Date Rec'd.	Date Resp'd.	Multiple Grievances	Types of Grievances Issues			Grievance Rejected	Evaluation	Recommendation	Codes						
										Multiple Grievances DG = Duplicate grievance SP = Same party, new grievance  Types of Issues Raised S = Support PT = Parenting Time C = Custody GB = Gender based decision O = Other  Grievances Rejected N = Not operations O = Other  Grievance Evaluation F = Agree with all of grievance P = Partially agree with grievance D = Disagree with all of grievance  Recommendation CO = Change local policy or operation CL = Change law or state policy						
<b>Reporting Period Totals</b>			DG	SP	S	PT	C	GB	O	N	O	F	P	D	CO	CL

Number of grievances filed: \_\_\_\_\_

Number of grievance responses pending: \_\_\_\_\_

Pending less than 30 days: \_\_\_\_\_

Pending over 30 days: \_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature