



SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SANTA CLARA

FAMILY COURT SERVICES  
PARENT SURVEY

Family Court Services is asking for your feedback so that we can do a better job serving families. Please do NOT identify yourself. **The information you provide is anonymous and will NOT affect your case.** Please complete this form once you have completed your participation in the Custody Pilot Project or the Traditional mediation, assessment, or evaluation process. Thanks in advance for your help.

1. Your relationship to the child:

- Female Parent     Male Parent     Legal Guardian     Other (*please specify*):

2. Ethnicity: List \_\_\_\_\_

3. Please check any of the following issues that were present in your case:

- Domestic Violence     Drugs or alcohol     Child abuse

4. The reception and telephone staff were:

**Select one from each column**

- |  |   |
|--|---|
| <input type="checkbox"/> very courteous/respectful       | <input type="checkbox"/> very helpful   |
| <input type="checkbox"/> courteous/respectful            | <input type="checkbox"/> helpful        |
| <input type="checkbox"/> discourteous/disrespectful      | <input type="checkbox"/> unhelpful      |
| <input type="checkbox"/> very discourteous/disrespectful | <input type="checkbox"/> very unhelpful |

5. Any written materials I received from Family Court Services were:

- very helpful     helpful     unhelpful     very unhelpful

6. If the service received most recently was mediation, did you reach either a temporary or long term agreement on the custody and visitation issues?     Yes     No

7. Name of the Family Court Services Mediator/Investigator providing the above service:

\_\_\_\_\_

8. Gender of Mediator/Investigator:     Male     Female

Ethnicity of Mediator/Investigator. List: \_\_\_\_\_

9. The Mediator/Investigator explained the procedure to me:

- very clearly     clearly     unclearly     very unclearly

10. I felt the Mediator/Investigator listened to me:

- strongly agree     agree     disagree     strongly disagree

11. I felt the Mediator/Investigator understood the points I was trying to make even though he or she may not have agreed with me:

- strongly agree     agree     disagree     strongly disagree

This is NOT a complaint form. If you wish to register a complaint regarding how Family Court Services handled your case, you may obtain a complaint form from our clerical staff.

12. I believe the Mediator/Investigator spent enough time on my case.
- strongly agree       agree       disagree       strongly disagree
13. I believe the service was provided in a (**Select one in each column**) manner:
- |                                      |   |  |  |
|--------------------------------------|---|--|--|
| <input type="checkbox"/> very fair   | <input type="checkbox"/> very helpful   | <input type="checkbox"/> very professional   | <input type="checkbox"/> very unbiased |
| <input type="checkbox"/> fair        | <input type="checkbox"/> helpful        | <input type="checkbox"/> professional        | <input type="checkbox"/> unbiased      |
| <input type="checkbox"/> unfair      | <input type="checkbox"/> unhelpful      | <input type="checkbox"/> unprofessional      | <input type="checkbox"/> biased        |
| <input type="checkbox"/> very unfair | <input type="checkbox"/> very unhelpful | <input type="checkbox"/> very unprofessional | <input type="checkbox"/> very biased   |
14. I did not feel overly pressured by the Mediator/Investigator to go along with things I did not want.
- strongly agree       agree       disagree       strongly disagree
15. How satisfied or dissatisfied are you with the service you received in Family Court Services?
- very satisfied       satisfied       dissatisfied       very dissatisfied
16. The service was provided in a manner that it preserved self-determination even though I did not “get” everything I wanted.
- strongly agree       agree       disagree       strongly disagree
17. The result of the service produced an agreement or recommendation that is likely to be safe and good for the child(ren), and safe for the family members.
- strongly agree       agree       disagree       strongly disagree

If the service received most recently was an **emergency screening, assessment, recommendation or evaluation** which resulted in a recommendation by the investigator:

- I agreed with all or most of the recommendation, and was willing to have it presented to the court for approval with no, or only minor, changes.
- I disagreed with an important part of the recommendation and did not want it submitted to the court without important changes.

I believe the investigation was:

- very thorough       thorough       adequate       very inadequate

18. The most helpful thing about the service was:
19. The most unhelpful thing about the service was
20. Other comments or suggestions:

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