

GUIDELINES FOR SUBMITTING A FRIEND OF THE COURT GRIEVANCE

The Friend of the Court (FOC) grievance procedure is a formal process, governed by statute, that allows you to file a formal complaint (grievance) against (a) employees or (b) office operations. Note: this grievance procedure is not used to contest or appeal a court decision. It is also not used to obtain legal advice or ask questions about your FOC case.

******PLEASE NOTE: THIS FORM IS NOT TO BE USED FOR PARENTING TIME COMPLAINTS.
[THE FORM TO USE TO SUBMIT A PARENTING TIME COMPLAINT CAN BE ACCESSED HERE.](#)**

If you have a question or concern about your FOC case that you would like answered and do not want to file a formal grievance, please do not use the attached form. Instead, write down your concern or call the FOC Staff Attorney, Meghan Lipford, at (616) 632-6792. We will review your case and respond to you directly.

If you do decide to proceed with a formal grievance, please use the attached grievance form. You may complete and submit the form electronically by typing into the document via your laptop or computer and clicking "Submit Form" (located at the top left of the form). Please Note: The form cannot be filled in via your cell phone. You may also print the form, complete it, and either bring it to the FOC office or mail it to:

Kent County Friend of the Court
Attention: Grievance Department
82 Ionia Avenue NW – Ste 200
Grand Rapids MI 49503

- The grievance form is usually filed directly with the Friend of the Court; however, if it concerns office operations only, you may file it instead with the Citizen Advisory Committeeⁱ (send to Kent County Board of Commissioners, Attention CAC, 300 Monroe Ave. NW, Grand Rapids MI 49503).
- The FOC has 30 days to respond after a grievance is filed or issue a statement indicating the reason a response is not possible within that time. Regardless of how your grievance is submitted, electronically or via hard copy mailed to the FOC, your response will be mailed to you via the US Postal service.
- If you are not satisfied with the decision of the FOC, you may file a further grievance, in writing, with the Chief Judge of the Circuit Court (send to: Hon. Mark A. Trusock, Chief Judge, 17th Judicial Circuit Court, 180 Ottawa Ave NW, Suite 11200B, Grand Rapids MI 49503). The court must respond to the grievance within 30 days, or issue a statement indicating the reason a response is not possible within that time.

ⁱ Each county may appoint a FOC Citizen Advisory Committee (CAC). The CAC reviews grievance responses, can investigate and hold informal hearings concerning grievances about office operations, and issues an annual report of activities to the State Court Administrative Office / Friend of the Court Bureau, the County Board of Commissioners and the Chief Judge.

