

Internal Policy
Complaints and Recommendations
AB 81

1. Any interested person including, without limitation, judges, defendants, attorneys and members of the public may make complaints or recommendations to the Board of Indigent Defense Services through the Department of Indigent Defense Services website on a form approved by the Board.
2. If the form contains a Complaint or Recommendation for a specific attorney or office:
 - a. DIDS will forward the form to the Attorney, Appointed Counsel Administrator, and/or Supervisor, as appropriate.
 - b. DIDS shall keep a copy of the form in the County's Records to be reviewed for Oversight Purposes.
3. If the form contains a Complaint or Recommendation for the County:
 - a. DIDS will forward the form to the County Manager and/or Board of Commissioners/Supervisors.
 - b. DIDS shall keep a copy of the form in the County's Records to be reviewed for Oversight Purposes.
4. If the form does not contain a Complaint or Recommendation regarding indigent defense, a specific DIDS staff shall respond that the Complaint/Recommendation does not fall under our purview.
5. Complaints or recommendations that implicate possible system-wide issues may lead to a corrective action plan or other steps as determined to be appropriate by the Department.