



## SAN BENITO COUNTY AGENDA ITEM TRANSMITTAL FORM

**Mindy Sotelo**  
Chair -  
District 3  
Supervisor

**Angela  
Curro**  
Vice Chair -  
District 4  
Supervisor

**Ashlyn  
Canez**  
Chief  
Probation  
Officer

**Bianca  
Esparza**  
Community  
Member at  
Large

**Jeanette  
Garcia Neal**  
Youth  
Alliance  
Organization

---

**Item Number: 5.c**

**MEETING DATE:** 06/08/2026

**DEPARTMENT:**

**AGENDA ITEM PREPARER:** Rebekah Mojica

**SUBJECT:**

Review, Discuss, and Provide Direction on Finalizing the Complaint Form for Public Defender Services and Drafting a Related Policy

**AGENDA SECTION:**

**REGULAR AGENDA**

**BACKGROUND/SUMMARY:**

This item provides an opportunity for the Committee to discuss current and proposed procedures for receiving, processing, and responding to complaints related to Public Defender services, including complaints originating from individuals in custody as well as those submitted by individuals who are out of custody.

At the Committee's special meeting on March 27, 2026, members discussed the potential development of complaint forms, with insight from the Office of the State Public Defender, for individuals in custody and for individuals who are out of custody. At that meeting, the Committee provided direction to staff regarding the development of complaint forms.

At the April 13, 2026 and May 11, 2026 regular meetings, additional revisions were recommended, and the updated form is before the Committee for review.

At the May 11, 2026 meeting, the Committee also directed staff to develop associated procedures to ensure the timely, transparent, and effective handling of complaints related to Public Defender services. The updated form and draft policy are presented for the Committee's review, potential revisions, or recommendation for adoption and implementation.

This item is intended to facilitate a broader discussion regarding both the format and content of complaint forms, as well as the processes and procedures for intake, tracking, review, and resolution of complaints.

**STAFF RECOMMENDATION:**

Staff recommends that the Committee review the attached complaint form, discuss proposed revisions and procedures for implementation, and provide direction to staff.

**ATTACHMENTS:**

[Complaint Form](#)

[PD Complaint Form Policy](#)