



**SAN BENITO COUNTY  
AGENDA ITEM  
TRANSMITTAL FORM**

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Esparza**  
Community  
Member at  
Large

**Jeanette  
Garcia Neal**  
Youth  
Alliance  
Organization

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**Item Number: 5.b**

**MEETING DATE:** 04/13/2026

**DEPARTMENT:**

**AGENDA ITEM PREPARER:** Rebekah Mojica

**SUBJECT:**

Review, Discuss, and Provide Direction on Developing Complaint Forms for Public Defender Services

**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. The attached form is presented for the Committee's further review and consideration.

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. Considerations may include accessibility, confidentiality, response timelines, and accountability measures.

The Committee may provide direction to staff regarding the development and implementation of complaint forms and associated procedures to ensure the timely, transparent, and effective handling of complaints related to Public Defender services.

**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 For Discussion](#)