



SAN BENITO COUNTY AGENDA ITEM TRANSMITTAL FORM

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Item Number: 5.d

MEETING DATE: 05/11/2026

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.

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

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 or recommend implementation of a complaint form 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:

[Draft Complaint Form for Committee review](#)