

**CONSUMER COMPLAINT FORM AGAINST A CALDA MEMBER**

I wish to file a complaint against the individual named below whom I believe is a member of your Association (I verified that they are an active member by checking your Member Roster). I understand that the California Association of Legal Document Assistants (CALDA) is unable to represent individual private citizens seeking the return of their money or other personal remedies. However, I am filing this complaint to notify your association of the activities of this individual. I am attaching copies of all relevant documents I feel are important to support my complaint.

MY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

TELEPHONE: HOME(\_\_\_\_) \_\_\_\_\_ WORK:(\_\_\_\_) \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

NAME OF CALDA MEMBER I AM COMPLAINING ABOUT: \_\_\_\_\_

THEIR ADDRESS: \_\_\_\_\_

THEIR CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

TELEPHONE: WORK:(\_\_\_\_) \_\_\_\_\_

WHAT HAPPENED? Describe the events, who, what, when, where, how, and why, in the order in which they happened. Please include with this, copies of all contracts, receipts, or other papers which you were given or will support your position, whether signed or not (use additional pages as needed).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I declare under penalty of perjury that the information contained herein and attached hereto is true and correct to the best of my knowledge and belief.

Dated: \_\_\_\_\_ at \_\_\_\_\_, CA.

Signature: \_\_\_\_\_

This complaint WILL be sent to the individual complained about.

**NOTICE TO CONSUMER:**

We have provided a consumer complaint form for your use should you have a complaint against a Legal Document Assistant who is a member of the California Association of Legal Document Assistants (CALDA).

PLEASE NOTE: CALDA is not a policing agency. We are unable to represent individual private citizens seeking the return of their money or other personal remedies. The only authority we hold is inclusion or exclusion of membership in this Association. Below is an overview of the Professional Standards Committee procedures for handling consumer complaints:

**PROCEDURES FOR HANDLING COMPLAINTS OF VIOLATIONS OF THE CALDA CODE OF ETHICAL STANDARDS**

STEP 1: The Committee Chair will discover whether the accused person is a member or applicant for membership in CALDA.

STEP 2: If the accused person is a member or applicant for membership in CALDA, you will be so informed and the following steps will apply.

STEP 3: You will be requested to present your claim in writing, including any supporting documents.

STEP 4: Upon receipt of the written claim, the Committee Chair will cause a letter to be sent to you acknowledging receipt of your complaint and enclosing a copy of CALDA's Code of Ethical Standards.

STEP 5: The accused member will be contacted and given a reasonable time (no more than 30 days) in which to respond to your complaint.

STEP 6: After reviewing your complaint and the response from the accused member, the Committee Chair may attempt to settle the matter by mutual agreement. However, the Committee Chair is not required to attempt such a settlement.

STEP 7: If the complaint is not resolved within a reasonable time, the Committee Chair, in its sole discretion, shall decide whether to cause your complaint to come before the Governing Board.

STEP 8: If disciplinary action is considered by the Governing Board, you and the accused member will be notified and offered the opportunity to present your respective positions.

STEP 9: If a violation of the Code of Ethical Standards is upheld, the Governing Board may terminate membership, suspend membership, refuse membership renewal, or take any other action deemed proper against the accused member.

Please print this entire page, fill in all details, and mail it (plus supporting documents) to:

**Professional Standards Chair**

**Attn: LORETTA SZUDY**

**CALDA, P.O. Box 2582, Granite Bay, CA 95746**

See CALDA's [Code of Ethical Standards](#) for a more detailed outline of the specific procedures involved.