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).

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

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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: DEBRA HOLLIS**

**CALDA, P.O. Box 2751, Granite Bay, CA 95746**

See CALDA's **Code of Ethical Standards** for a more detailed outline of the specific

procedures involved.