

Notice of Grievance Procedure

The CAAP has established the following grievance procedure concerning the state-paid services of Contractors representing parties under the New Mexico Children's Code. Grievances may be submitted to CAAP, NM Administrative Office of the Courts at P.O. Box 25264, Albuquerque, NM 87125 or aoccaaff@nmcourts.gov.

- A. All formal complaints shall be written and include the following information:
 - a. Name, address, and telephone number of person or entity submitting the complaint;
 - b. Case number;
 - c. The court, judicial district, and name of presiding judge;
 - d. Name of the attorney pertaining to the complaint;
 - e. Detailed explanation of the complaint against the attorney;
 - f. Date or timeline of the incident(s) regarding the complaint; and
 - g. Signature of the person submitting the complaint.
- B. Upon receipt of a complaint, the AOC will make an initial assessment to determine if the complaint involves a violation of ethical conduct. If so, the AOC will return the complaint to the complainant with the address and telephone number of the New Mexico Disciplinary Board. Complaints regarding ethical issues may be made directly to the Disciplinary Board.
- C. The AOC will contact the Contractor and provide him or her with a copy of the complaint and request a response on the matter. Pending a response to the complaint, the AOC will gather additional information concerning the case as needed.
- D. The AOC will determine whether a formal meeting with the person filing the complaint and the Contractor is necessary or whether a decision based on the information presented can be made. If no meeting is required, the AOC will issue a written resolution of the complaint to the person making the complaint and the attorney who is the subject of the complaint.
- E. At the conclusion of the complaint process, the AOC will determine what actions, if any, will remedy the complaint, if the complaint is founded. Copies of all complaints, responses and their resolution will be maintained at the AOC.
- F. Filed complaints, whether or not they are founded, do NOT automatically result in termination of a Contractor's contract. The AOC retains the discretion to renew or terminate attorney contracts as well as conduct internal audits and interviews with relevant stakeholders.