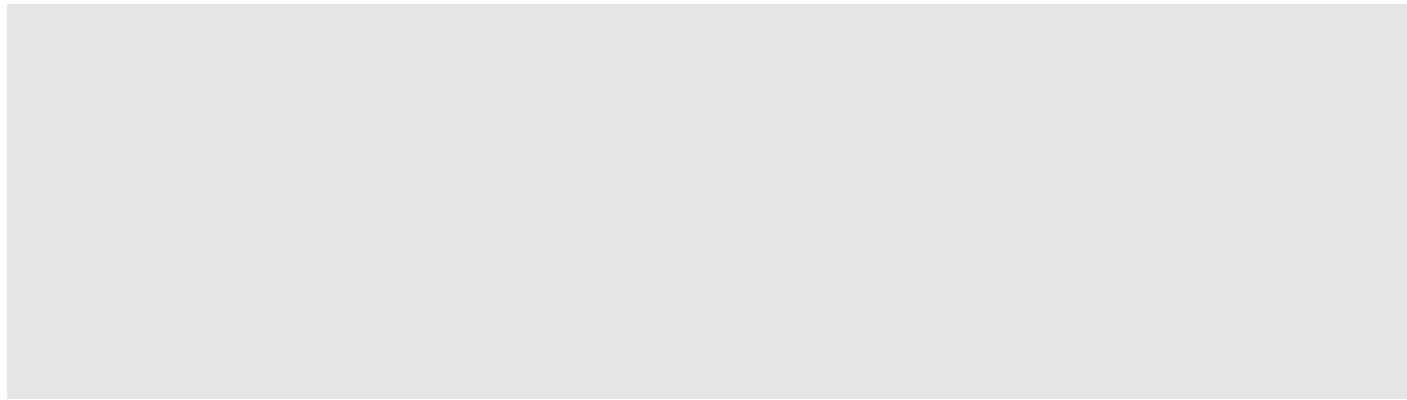


How to Submit a Parenting Time Complaint to Kent County FOC



**FOC
complaint
enforcement
is available if
you can
answer **yes**
to all of these
questions:**

Do you have a Kent County FOC case?

Do you have a **parenting time order**? The FOC can only act on your complaint if there is a specific parenting time order.

Does your order include **specific days and times (start and end times)** for parenting time? The FOC cannot enforce orders when parents are exercising parenting time “as agreed” or “reasonable parenting time.”

Did the other parent **deny you parenting time** on a **day and time** specified in your order? Did you show up at the correct **exchange location**?

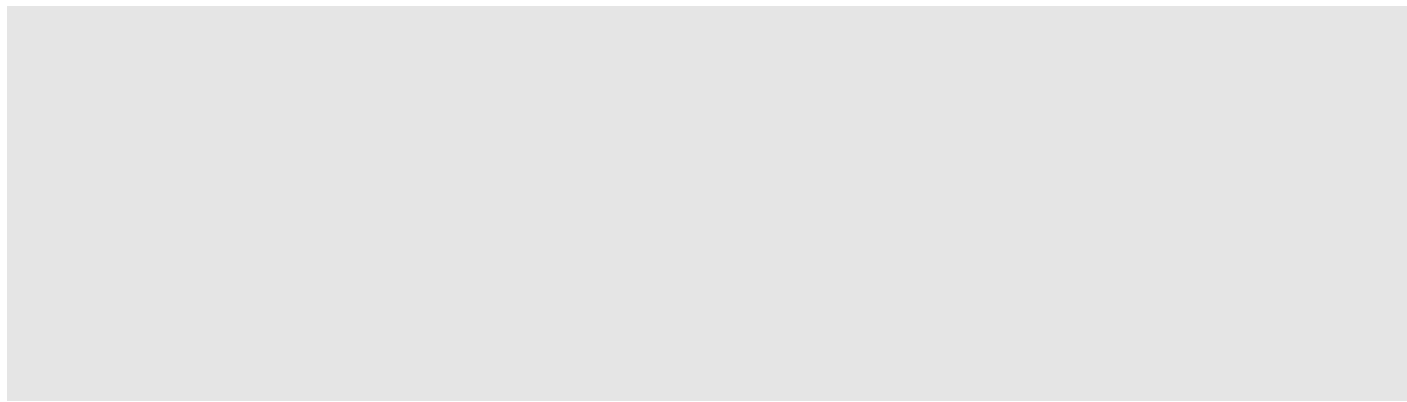
Was the parenting time violation within the last **56 calendar days**?



Where You Can Find the Complaint Form:

- <https://www.accesskent.com/Courts/FOC/pdfs/ParentingTimeNotice.pdf>
- Forms also available in our lobby at 82 Ionia NW, Grand Rapids, MI 49503.
- As of 6/1/22, we are **only accepting the latest version of the complaint form**, which can be accessed through the link to our website above. Any complaints submitted on older versions of the forms will be returned to you to be resubmitted on the latest version of the complaint form.

How to Fill Out the Complaint Form



Case Number: Provide Your Case Number

STATE OF MICHIGAN 17TH JUDICIAL CIRCUIT KENT COUNTY	PHYSICAL CUSTODY OR PARENTING TIME COMPLAINT/ ASSISTANCE REQUEST	CASE NO. 22-000000-DS
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FOC Address: 82 Ionia Ave. NW, Suite 200, Grand Rapids MI, 49503 Phone: (616)632-6888 Email: foc.mail@kentcountymi.gov

Plaintiff: _____
 Complaining Party

Defendant: _____
 Complaining Party

1. There is a court order regarding parenting time in this case dated: _____
2. The other party has violated the parenting time order as follows: *State the specific violation of the order. Include each **date, time and specific location** for this complaint. A violation must be based on a court order signed by a judge. The Friend of the Court cannot enforce agreements between the parties.*

<p>Date & Time:</p> <p>Did you make a physical attempt to pick up the child/ren? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Specific location of physical attempt:</p> <p><input type="checkbox"/> Plaintiff's residence</p> <p><input type="checkbox"/> Defendant's residence</p> <p><input type="checkbox"/> Other: _____</p>	<p>Description of alleged violation:</p>
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Please do not submit additional documents. If supporting documents are required, we will notify you

- Provide your case number.
- If you don't know your case number call us at 616-632-6888 and we will provide it to you.

Names: Write in your name and the other parent's name

- If you don't know who is Plaintiff and who is Defendant, call us at 616-632-6888.
- Check the "Complaining Parent" box if this is your complaint.

STATE OF MICHIGAN 17TH JUDICIAL CIRCUIT KENT COUNTY	PHYSICAL CUSTODY OR PARENTING TIME COMPLAINT/ ASSISTANCE REQUEST	CASE NO. 22-000000-DS
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FCS Address: 82 Ionia Ave. NW, Suite 200, Grand Rapids MI, 49503 Phone: (616)632-6888 Email: foc.mail@kentcountymi.gov

Plaintiff: Your Name

Complaining Party

Defendant: Other Parent's Name

Complaining Party

1. There is a court order regarding parenting time in this case dated: _____
2. The other party has violated the parenting time order as follows: *State the specific violation of the order. Include each **date, time and specific location** for this complaint. A violation must be based on a court order signed by a judge. The Friend of the Court cannot enforce agreements between the parties.*

Identify the Court Order:

Provide the date of the court order(s) not being followed.

STATE OF MICHIGAN 17TH JUDICIAL CIRCUIT KENT COUNTY	PHYSICAL CUSTODY OR PARENTING TIME COMPLAINT/ ASSISTANCE REQUEST	CASE NO. 22-000000-DS
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FOC Address: 82 Ionia Ave. NW, Suite 200, Grand Rapids MI, 49503 Phone: (616)632-6888 Email: foc.mail@kentcountymi.gov

Plaintiff: <input type="text" value="Your Name"/> <input checked="" type="checkbox"/> Complaining Party	Defendant: <input type="text" value="Other Parent's Name"/> <input type="checkbox"/> Complaining Party
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1. There is a court order regarding parenting time in this case dated: **05/01/2020**

2. The other party has violated the parenting time order as follows: *State the specific violation of the order. Include each **date, time and specific location** for this complaint. A violation must be based on a court order signed by a judge. The Friend of the Court cannot enforce agreements between the parties.*

- What is the **date on the court order(s)** the other parent is not following? This is the date to provide. This date is how you identify the order(s) not being followed.
- The date of the order(s) is the date stamped on the order(s) or the date the judge signed your order(s).
- You may need to identify more than one order date. FOC can only enforce what is detailed in the court order(s) you identify.

Details: What Happened?

2. The other party has violated the parenting time order as follows: *State the specific violation of the order. Include each **date, time and specific location** for this complaint. A violation must be based on a court order signed by a judge. The Friend of the Court cannot enforce agreements between the parties.*

Date & Time: 7/1/22 at 6pm	Description of alleged violation:
Did you make a physical attempt to pick up the child/ren? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Specific location of physical attempt: <input type="checkbox"/> Plaintiff's residence <input type="checkbox"/> Defendant's residence <input type="checkbox"/> Other: _____	

Please do not submit additional documents. If supporting documents are required, we will notify you

- What **day and time** are you saying the other parent violated the parenting time order?
- This is the day and time your court-ordered parenting time did not occur.

You must include both the day and the time.

Attempt:

Did you follow the court order by trying to exercise your parenting time?

- A physical attempt means that you were at the exchange location at the court-ordered time.
- For example: You were at the other parent's residence on 7/1/22 at 6pm to pick up your child.
- A **physical attempt** is required for FOC to enforce your order.

2. The other party has violated the parenting time order as follows: *State the specific violation of the order. Include each **date, time and specific location** for this complaint. A violation must be based on a court order signed by a judge. The Friend of the Court cannot enforce agreements between the parties.*

Date & Time: 7/1/22 at 6pm	Description of alleged violation:
Did you make a physical attempt to pick up the child/ren? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Specific location of physical attempt: <input type="checkbox"/> Plaintiff's residence <input checked="" type="checkbox"/> Defendant's residence <input type="checkbox"/> Other: _____	

Please do not submit additional documents. If supporting documents are required, we will notify you

You **must** include a location. If you check "Other," include the exact location, like 44th St. McDonald's or Mobil gas station in Lowell.

Words Are Not Enough...

Phone calls, text messages, emails or statements from the other parent stating you will not get parenting time do not count as parenting time violations.

Even if the other parent tells you they will not follow the order, you still need to **follow the order** and try to exercise your court-ordered parenting time for FOC to act on your complaint.

Description: Tell us what happened...

2. The other party has violated the parenting time order as follows: *State the specific violation of the order. Include each date, time and specific location for this complaint. A violation must be based on a court order signed by a judge. The Friend of the Court cannot enforce agreements between the parties.*

Date & Time: 7/1/22 at 6pm	Description of alleged violation: I arrived at the other parent's residence at 6pm on 7/1/22 to pick up our child for my parenting time. The other parent and our child were not home. I waited until 6:30pm and left. I never got my child for parenting time.
Did you make a physical attempt to pick up the child/ren? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Specific location of physical attempt: <input type="checkbox"/> Plaintiff's residence <input checked="" type="checkbox"/> Defendant's residence <input type="checkbox"/> Other: _____	

Please do not submit additional documents. If supporting documents are required, we will notify you

Include important details like:

- When did you **arrive** at the exchange location? When did you **leave**? Note: we ask that parents wait at the exchange location for at least **30 minutes**.
- Was the other parent at the exchange location? Did the other parent say anything?
- Was the child present at the exchange location?
- Did you get your child at a later day or time?
- Did you miss all or some of your parenting time?

Include all details on this one page. If you are submitting complaints for multiple violations, fill out complaint forms for each date.

Additional pages of more detail not accepted.

Why Can't I Provide More Information/Pages?

The complaint form is intended for FOC to determine whether there is a possible violation of your order.

If your complaint moves forward, you will have an opportunity to present additional evidence to FOC, if needed. You may also have an opportunity to present your evidence to the court.

FOC does not need all the information up front to determine whether we can move forward with your complaint.

56 Days: You have 56 days to submit a complaint

attempt:
 Plaintiff's residence
 Defendant's residence
 Other: _____

Please do not submit additional documents. If supporting documents are required, we will notify you

3. Did the alleged violation(s) occur within 56 days of FOC receipt of this form? Yes No

4. I am requesting make-up parenting time. Yes No

5. I have a solution I would like the other parent to consider. Yes No (Please provide additional sheet of paper)

6. Are you interested in resolving this complaint by requesting mediation with the other parent? Yes No

If FOC receives your complaint more than 56 calendar days after the alleged violation, we will return your complaint to you and ***we will not take further action on your complaint.***

Make-up Parenting Time? A proposed solution? Mediation?

3. Did the alleged violation(s) occur within 56 days of FOC receipt of this form? Yes No
4. I am requesting make-up parenting time. Yes No
5. I have a solution I would like the other parent to consider. Yes No (Please provide additional sheet of paper)
6. Are you interested in resolving this complaint by requesting mediation with the other parent? Yes No

There are a few more questions to answer:

- Are you requesting make-up parenting time?
- Do you want to propose a solution?
- Are you willing to participate in mediation to resolve this complaint?

Note: these questions are to help the FOC decide how to handle your complaint.

Your answers do not impact whether we take action on your complaint and do not determine the course of action FOC will take.

FOC will decide how to proceed

7. By completing this form, I am requesting assistance and understand that further action will be determined at the discretion of the Friend of the Court. Possible actions could include a joint meeting, a court hearing, mediation, proposed order, or another resolution.
8. I understand that the other parent will receive a copy of this complaint and will have an opportunity to respond.

- By submitting this form, you are requesting FOC enforce your order.
- Possible actions include a joint meeting, a court hearing, mediation, or other action.

Note: the other parent will receive a copy of your complaint and will have a chance to respond.

Sign and Date Your Complaint

I verify that the above statement is true and accurate to the best of my information, knowledge and belief.

Signature of Complaining Party

Date

()
Phone number

Email Address (ID required to verify email, email photo of ID with complaint)

- Sign and date your complaint.

Note: No matter what date you write here, FOC will not consider your complaint submitted until received by FOC.

- Provide your phone number and email so FOC has your up-to-date contact information.

Note: we will follow up with you about your complaint via email.

What Happens After I Submit My Complaint?

For Complaints FOC can act on:

FOC SENDS COPY

FOC will send a **copy to the other parent for response**, with a date the response is due. You will receive an email letting you know the complaint was sent to the other parent.

Note: If FOC cannot act on your complaint, you will receive your complaint back with an explanation.



RESPONSE

If FOC receives a response from the other parent, **FOC will email it to you**. You will have **7 days to let FOC know** if you have resolved the complaint and do not want to proceed with enforcement.



NO RESPONSE

If FOC does not receive a response, FOC will notify you via email. You will have **7 days to let FOC know** if you have resolved the complaint and do not want to proceed with enforcement.



ENFORCEMENT

If FOC has not heard from you within those 7 days, **FOC will move forward with enforcement**.

Questions?

- Call us at 616-632-6888
- Email us at FOC.Mail@kentcountymi.gov