

Complaint Statistics

(As of May 2010)

A total of **57** inquiries have been received and logged by the GAL Board since January 1, 2008, when the Board was first able to accept complaints. These inquiries have come in the form of e-mails, phone calls, letters and officially filed complaints.

On **17** inquiries, the Board was unable to proceed any further due to a lack of follow up or information (no official complaint was filed).

In **1** matter, the complaining party asked to please withdraw the complaint (the Board agreed).

In **5** matters, the Board took no action as the court case is still pending.

In **10** matters, no action was taken, as the Board had no jurisdiction (the GAL inquired about was not Board-certified).

In **1** matter, the Board awaits a ruling from the Attorney General's office as to whether we do or do not have jurisdiction to investigate.

In **12** complaints filed, the GAL was asked to respond.

In **4** cases, the complaint and response were sent to an independent individual to investigate and report back to the Board.

In one case, the Board held a hearing and the GAL was subsequently fined, sanctioned and certification was removed.

This information is publicly available on our web site.

In one case, the Board is ready to move to a hearing.

In two cases, we are awaiting the investigator's report before proceeding.

In **1** case, the Board did not request an independent investigation and is moving toward a Board hearing.

In **12** cases, the complaints were dismissed by the Board. In some of these cases, the complaints were dismissed without having asked the GAL to respond.

Please note that because some "inquiries" fall into more than one category, the numbers cannot be fully balanced.