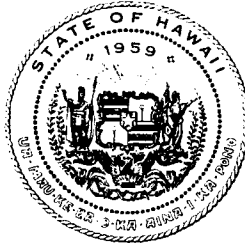


STATE OF HAWAII
OFFICE OF THE AUDITOR
465 S. King Street, Room 500
Honolulu, Hawaii 96813-2917



MARION M. HIGA
State Auditor
(808) 587-0800
FAX: (808) 587-0830

DEPT. COMM. NO. 18

December 23, 2002

The Honorable Robert Bunda
President of the Senate
State Capitol, Room 003
Honolulu, Hawaii 96813

Dear Mr. President:

I transmit to you a copy of our report, *Audit of the Family Court Complaints Process*.

We found that the Family Court's unsystematic complaint processes diminish the court's effectiveness at resolving complaints and improving court services. The audit also found that the effectiveness of the Family Court's service centers and the Judiciary's customer service surveys have not been adequately evaluated. In addition, a lack of policies, procedures, and training in resolving complaints and in providing customer service hinder the Family Court's ability to provide adequate and effective service to the public.

We hope that the report will assist you in reviewing the issues examined. The report will be available at our website, www.state.hi.us/auditor, and released to the public and press on Tuesday, December 24, 2002.

Sincerely,

Marion M. Higa
State Auditor

Enclosure

✓
c: Paul Kawaguchi, Senate Clerk