



**Superior Court of California**  
**COUNTY OF ALAMEDA**  
**FAMILY COURT SERVICES**  
Child Custody Recommending Counseling  
Hayward Hall of Justice  
24405 Amador Street, Room 103, Hayward, CA 94544  
Telephone: (510) 690-2500  
Email: [familycourtservices@alameda.courts.ca.gov](mailto:familycourtservices@alameda.courts.ca.gov)

## **MEDIATION SCHEDULING INSTRUCTIONS**

### **CHILD CUSTODY AND VISITATION DISPUTES**

When requesting a court order to obtain or modify custody or visitation, the court requires mediation or Child Custody Recommending Counseling prior to the hearing date.  
Family Code 3170(a)

The purpose of mediation is to help parents discuss the needs of their child(ren) and decide on a parenting plan that best meets those needs. If the parents cannot agree on a parenting plan, the Child Custody Recommending Counselor will prepare a recommendation report for the Judge/Commissioner to consider at the hearing.

### **MEDIATION/CHILD CUSTODY RECOMMENDING COUNSELING IS MANDATORY PRIOR TO THE HEARING DATE**

Once the document for custody and/or visitation is filed with the family law clerk's office, a hearing date will be scheduled.

- Contact Family Court Services to schedule the mediation appointment. Call the telephone number or email provided above to start the appointment scheduling process.
- Complete a **Family Court Services Intake Form** and email to [familycourtservices@alameda.courts.ca.gov](mailto:familycourtservices@alameda.courts.ca.gov)
- The intake form can be obtained on the Court's website, Family Law webpage: <https://www.alameda.courts.ca.gov/divisions/family-law>
- You and the other parent will be scheduled for a mediation appointment. The appointment date and time will be sent to you by email and/or texted to the telephone number provided.
- Mediation appointments are currently being done remotely until further notice.
- NOTE: If there is a history of domestic or family violence between you and the other parent or you don't feel safe meeting with the other parent for mediation, you may be seen separately. Additionally, you may ask for the presence of a support person during the mediation session.
- Following the mediation session, the counselor will prepare a written report.
- The report will be submitted to you by email three (3) days prior to the hearing date.

**IMPORTANT:** Child Custody Recommending Counselors are legally required to report, suspected allegations of child abuse and where a person presents as a danger to themselves or others.