IN THE SUPERIOR COURT FOR THE STATE OF ALASKA

THIRD JUDICIAL DISTRICT AT ANCHORAGE

In the Matter of the:	)	
	)	
Alaska Court System	)	
Guardianship/Conservatorship Complaint Pilot	)	Administrative Order
	)	3AN-AO-24-12

ORDER

The Alaska Court System has taken significant actions to improve the administration of guardianship and conservatorship matters. In review of national trends and recommendations, including from the Fourth National Guardianship Summit and the National Association for Court Management, ACS will implement a pilot program to receive complaints from interested persons on existing guardianship and conservatorship cases in Anchorage. In order to carry out the court's oversight role in monitoring compliance in guardianship and conservatorship proceedings, communications which might be considered ex-parte, may be received and reviewed by the court under the provisions of this administrative order. Receipt of a complaint, not a petition for review, will follow the protocol outlined in this administrative order and be overseen by the Statewide Guardianship Compliance Officer, Lisa Wawrzonek. Ms. Wawrzonek is authorized to:

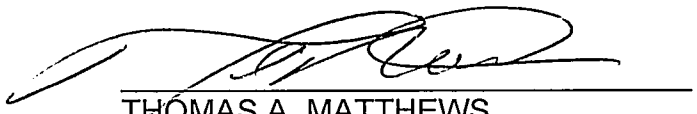
- receive a complaint by fax or email (both will go to the GuardianshipComplaint@akcourts.gov email to which the Guardianship Compliance Officer and Guardian Monitors have access). Should a complainant be unable to fax or email, they can contact a Monitor to make a verbal complaint and the Monitor will fill out the Complaint About a Guardian or Conservator form, PG-197. Complainant will receive notification their submission was received within 3 business days either by email or in writing.
- conduct a file review or oversee the Guardianship Monitor's file review;
- contact the complainant for further information if needed;
- recommend to the judicial officer if the communication warrants further action including but not limited to:
    - refer the matter to the appropriate law enforcement agency;

- refer the matter to appropriate protective and oversight agencies, including but not limited to Adult Protective Services or assisted living licensing; and/or
- refer the matter to the appropriate disability rights organizations such as Disability Law Center or Long-Term Care Ombudsman.

- If the complaint appears to warrant further investigation, the following may be recommended and the content of the complaint will be disclosed to the guardian/conservator:
  - appoint a Court Visitor to investigate;
  - request a response from the guardian or conservator;
  - set a status hearing regarding the complaint with the guardian or conservator;
  - set a review hearing with appropriate appointments (Court Visitor & Attorney) regarding the complaint;
  - decline further action with or without replying to the complainant or returning the complaint received from the complainant. If complaint does not raise an issue of compliance or the issue has already been addressed in the court process and would otherwise be prohibited ex-parte communication, the Guardianship Compliance Officer shall:
    - return the written complaint to the sender, and
    - disclose the communication to the guardian/conservator and any other currently appointed parties and their attorneys if involved.
- The court shall disclose any ex-parte communication reviewed under this order or any action taken by the court, to the parties and their attorneys, unless the court finds good cause to keep communication confidential, including the identity of the complainant or the content of the complaint. If the court keeps the communication confidential, it must make written findings in support of its determination of good cause and preserve the communication received and any response made by the court. The court may place its findings and the preserved communication in a confidential envelope with the file to secure confidentiality.
- This is a pilot program in the Anchorage court location. This administrative order is subject to revision at any time but will be reviewed within at least the first six months of the pilot start date.

IT IS SO ORDERED.

DATED at Anchorage, Alaska this 26th day of November, 2024.



THOMAS A. MATTHEWS
Presiding Judge
Third Judicial District

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