

**Arizona Supreme Court
Administrative Office of the Courts**



**INVESTIGATION SUMMARY,
DETERMINATION, PROBABLE
CAUSE REVIEW AND
RECOMMENDATION REPORT**

Complaint Nos. 24-L004, 24-L005

Certificate Nos. [REDACTED]

11/03/2025

Certification and Licensing Division

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
INVESTIGATION SUMMARY, DETERMINATION, PROBABLE
CAUSE REVIEW AND RECOMMENDATION REPORT**

<i>CERTIFICATE HOLDER INFORMATION</i>	Certificate Holder:	Christian Soto
	Certificate Number:	██████
	Business Name:	Servicios Privados Legales de Arizona LLC
	Business Certificate Number:	██████
	Type of Certificate:	Legal Document Preparer Legal Document Preparer Business Entity
<i>COMPLAINANT</i>	Name:	John Doody
<i>INVESTIGATION INFORMATION</i>	Complaint #s:	24-L004, 24-L005
	Investigator:	Shaun Baland
Complaint Received:		03/20/2024
Complaint Forwarded to the Certificate Holder:		03/25/2024
Certificate Holder Received Complaint:		04/19/2024
Response From Certificate Holder:		04/25/2024
Period of Active Certification:		01/28/2013-Present (Soto) 01/25/2016-Present (Business)
Status of Certification:		Active
Availability of Certificate Holder:		Available
Availability of Complainant:		Not Available
Report Date:		11/03/2025

ALLEGATION:

1. Christian Soto and Servicios Legales De Arizona, LLC, prepared legal documents in a child custody petition that contained multiple errors and inconsistent content.

SUMMARY OF INVESTIGATIVE PROCEDURE:

- Written complaint and documentation submitted by complainant
- Written response and documentation submitted by certificate holder

- Review of applicable Certification and Licensing Division (“Division”) records
- Review of applicable sections of Arizona Revised Statutes (“A.R.S.”), Arizona Code of Judicial Administration (“ACJA”) § 7-201 and § 7-208, and Arizona Supreme Court Rules

INTERVIEWS:

1. Christian Soto

(Investigator Note: Commissioner Doody was contacted but stated he had nothing else to add to his complaint and declined to be interviewed.)

SUMMARY OF FACTUAL FINDINGS OF INVESTIGATION:

Complaint:

On March 20, 2024, Maricopa County Superior Court Commissioner, John Doody, (“Commissioner Doody”) filed a complaint against legal document preparer, Christian Soto (“Soto”), and his legal document preparer business entity, Servicios Privados Legales de Arizona LLC (“Servicios Privados”). The issues arose during a child custody Rule 44.2 default hearing filed by Leonardo Cardona (“Cardona”). Commissioner Doody stated that errors in documents prepared by Soto caused Commissioner Doody to deny the petition and dismiss the matter.

With the complaint, Commissioner Doody attached a marked-up Parenting Plan Joint Legal Decision Making (Custody) documents showing the errors.

1. ‘Cut-and-paste’ party name errors
 - Soto inserted incorrect party names in the Parenting Plan Joint Legal Decision Making.
2. Contradictory parenting plan/order –
 - Parenting plan stated Father (Cardona) would be the primary residential parent.
 - Proposed order stated Mother would be the primary residential parent.
3. Improper legal content
 - The proposed order stated that “significant acts of domestic violence” occurred between the parties but still recommended joint legal decision-making, without statutory explanation. This was noted as a violation of A.R.S. § 25-403.03

Response to Complaint:

Soto submitted an initial written response to the complaint on behalf of himself and Servicios Privados, summarized as follows:

- Denial of Misconduct – Soto stated that he followed standard procedures in preparing documents and did not intend to introduce inconsistencies.
- Clerical Errors – He acknowledged that clerical mistakes (such as party name errors and inconsistent sections) were due to him inputting details from an unrelated case by accident. Soto stated he rushed to complete the document because his client scheduled a hearing without notifying Soto first.
- Commitment to Compliance – Soto emphasized his understanding of the requirements for LDPs and stated he has taken steps to ensure similar issues do not arise.

The Division interviewed Soto. His statements were consistent with those from his written response. Soto added/clarified the following points:

- Soto started this Parenting Plan Joint Legal Decision Making document prepared in a hurry as his client had scheduled the hearing without notifying Soto. He said he believed minimal preparation time contributed to the errors on the document.
- Soto opened the electronic file for an unrelated case by mistake. The incorrect details for the parenting plan were taken from the unrelated case. Because of the short timeframe to complete and file the document, Soto failed to check the document for accuracy.
- Soto accepted full responsibility for the incorrectly completed document. He stated that the template error and rushed timeline both should have been avoided. He stated that this has not happened before and he was surprised the commissioner filed a complaint instead of just allowing Soto to correct the document.
- Soto said he has learned from this mistake. He now does not allow his process to be rushed. He also ensures all documents are double-checked for accuracy before being filed. He apologized for the mistake and stated this was a confluence of bad circumstances. He assured the Division this would not happen again.
- Soto stated the document was corrected and filed with the court. The petition was promptly processed. He stated his error did delay the process (Soto could not remember how long the matter was delayed but recalled it being a minimal delay) but ultimately did not affect the petition.

Analysis:

Soto's written response to the complaint and interview indicate that the errors he made in the Joint Legal Decision-Order can be attributed to him 'cut and pasting' information from an unrelated case. The Division reviewed the document prepared by Soto. He listed the correct case number and child's name, but incorrect parent names and parental information such as primary custody and domestic violence history.

Soto's acknowledgement to the Division that he was rushed in the preparation of this document also likely contributed to the document's inaccuracies and failure to verify the information prior to filing. These errors had a material impact on the court proceeding as the inconsistencies were significant enough to prevent the court from initially granting relief.

The evidence demonstrates that Soto and Servicios Privados prepared and filed a document that contained multiple errors and inconsistencies which adversely affected the custody case. Although Soto stated his errors were unintentional and he rectified the filing, the record demonstrates that the documents were not competently prepared and were inconsistent with professional legal document preparation standards.

ACJA §7-201(F)(1):

1. Code of Conduct. Each individual certificate holder shall adhere to the code of conduct or standards of conduct, subsection (J) in the applicable section of the ACJA.

ACJA §7-201(H)(6)(a), and (h):

6. Grounds for Discipline. A certificate holder is subject to disciplinary action if the board finds the certificate holder has engaged in one or more of the following:

a. Failed to perform any duty to discharge any obligation in the course of the certificate holder's responsibilities as required by law, court rules, this section or the applicable section of the ACJA;

h. Exhibited incompetence in the performance of duties;

ACJA §7-201(H)(6)(k),(7), (8):

k. Engaged in unprofessional conduct, including:

(6) Failed to practice competently by use of ...unacceptable practices;

(7) Failed during the performance of any responsibility or duty of the profession or occupation to use the degree of care, skill and proficiency commonly exercised by the ordinary skillful, careful and prudent professional certificate holder engaged in similar practice under the same or similar conditions regardless of any level of harm or injury to the client or customer;

(8) Failed to practice competently by reason of any cause on a single occasion or on multiple occasions by performing...unacceptable client or customer care...

Allegation 1 is substantiated.

DISCIPLINARY HISTORY:

None.

[Redacted Signature]

11/03/2025

Shaun Baland
Certification and Licensing Division

Date

REVIEWED BY:

[Redacted Signature]

November 5, 2025

Pasquale Fontana, Manager
Certification and Licensing Division

Date

REVIEWED BY:

[Redacted Signature]

November 6, 2025

Abigail Raddatz, Director
Certification and Licensing Division

Date

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
REVIEW AND DECISION OF THE PROBABLE CAUSE
EVALUATOR**

REVIEW AND DECISION OF THE PROBABLE CAUSE EVALUATOR:

Pursuant to ACJA § 7-201(H)(5)(a), the deputy director, serving in the capacity of probable cause evaluator under ACJA § 7-201(D)(3)(a), having conducted an independent review of the facts and evidence gathered during the course of the investigation of complaint numbers 24-L004 and 24-L005:

- ☐ Directs division staff to investigate further.
 - ☐ Determines probable cause does not exist demonstrating the certificate holder has committed any acts of misconduct or violations of the statutes, court rules, this section, or the applicable section of the ACJA and enters a written finding to that effect as to Allegation(s):
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- ☒ Determines probable cause exists demonstrating the certificate holder has committed one or more acts of misconduct or violations of the statutes, court rules, this section, or the applicable section of the ACJA and enters a written finding to that effect as to Allegation(s):

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Jeffrey Schrade

Probable Cause Evaluator

11/17/2025

Date

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
RECOMMENDATION TO THE BOARD**

***CERTIFICATE
HOLDER
INFORMATION***

Certificate Holder:
Certification Number:
Business Name:

Christian Soto
[REDACTED]
Servicios Privados Legales
De Arizona LLC
[REDACTED]
Legal Document Preparer
Legal Document Preparer
Business Entity

Certificate Number:
Type of Certificate:

**RECOMMENDATION TO THE NONLAWYER LEGAL SERVICES BOARD
("BOARD"):**

It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding Christian Soto and Servicios Privados Legales De Arizona LLC have committed the alleged act(s) of misconduct as detailed in the Investigation Summary, Determination, Probable Cause Review and Recommendation Report in complaint numbers 24-L004 and 24-L005.

It is further recommended that the Board enter a finding for informal disciplinary action exists pursuant to Arizona Code of Judicial Administration ("ACJA") § 7-201(H)(6) for act(s) of misconduct involving ACJA §§7-201(F)(1), 7-201(H)(6)(a), (h), (k)(6), (7), (8).

Mitigating factors pursuant to ACJA § 7-201(H)(22)(b)(1):

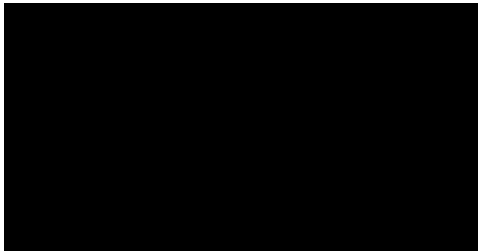
- ☒ [x] The absence of a prior disciplinary record;
- ☒ [x] The absence of a dishonest motive;
- ☒ [x] The absence of a selfish motive;
- ☐ [] Personal or emotional problems;
- ☒ [x] A timely good faith effort to make restitution or to rectify consequences of misconduct;
- ☒ [x] Full and free disclosure to the division staff, the board or the hearing officer;
- ☒ [x] A cooperative attitude toward any proceedings;
- ☐ [] Inexperience in the practice of the profession or occupation;
- ☐ [] Character or reputation;
- ☐ [] Physical or mental disability;
- ☐ [] Physical or mental impairment;
- ☐ [] Delays in the disciplinary proceedings;
- ☐ [] Interim rehabilitation;
- ☐ [] Imposition of other penalties or sanctions;
- ☒ [x] Remorse;
- ☐ [] The remoteness of prior offenses;
- ☐ [] Other: _____

Aggravating factors under ACJA § 7-201(H)(22)(b)(2):

- ☐ A prior disciplinary record;
- ☐ A dishonest motive;
- ☐ A selfish motive;
- ☐ Multiple offenses;
- ☐ Bad faith obstruction of the disciplinary proceedings by intentionally failing to comply with this section, the applicable section of ACJA, court rules or orders of the hearing officer; (Failure to respond to Division requests sent to a valid point of contact reflects an uncooperative attitude toward the investigation)
- ☐ Submission of false evidence, false statements or other deceptive practices during the discipline process;
- ☐ Refusal to acknowledge wrongful nature of the conduct;
- ☐ Vulnerability of the victim;
- ☒ Substantial experience in the profession or occupation;
- ☐ Indifference to making restitution;
- ☐ Other: _____

It is further recommended that the Board direct the Division to issue a Letter of Concern to Christian Soto and Servicios Privados Legales De Arizona LLC.

SUBMITTED BY:



November 17, 2025

Abigail Raddatz, Director Date
Certification and Licensing Division

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
DECISION AND ORDER OF THE BOARD**

DECISION AND ORDER:

The Board having reviewed the above Investigation Summary, Determination, Probable Cause Review and Recommendation Report, regarding complaint numbers 24-L004 involving Christian Soto, certificate number [REDACTED]; and 24-L005 involving Servicios Privados Legales De Arizona, LLC, certificate number [REDACTED], respectively, makes a finding of facts and this decision, based on the facts, evidence, and analysis as presented and:

- ☐ Request division staff to conduct further investigation;
- ☐ Refer the complaint to another entity with jurisdiction;

Referral to: _____

- ☐ Determine no violation exists and dismiss the complaint
 - ☐ with prejudice
 - ☐ without prejudice
- ☐ Determine no acts of misconduct or violation occurred and no discipline is warranted; however the certificate holder's actions need modification or elimination and issue an advisory letter pursuant to subsection (D)(5)(c)(1)(g);
- ☐ Enter a finding the certificate holder has violated any provisions of the statutes, court rules, this section, or the applicable ACJA specific sections or subsection (H)(6) and order an emergency summary suspension, pursuant to subsection (H)(9)(d);
- ☒ Enter a finding the certificate holder has violated any of the provisions of the statutes, court rules, this section, the applicable ACJA sections or subsection (H)(6) and issue an order imposing any or a combination of the following information or formal disciplinary sanctions:
 - ☒ Issue a letter of concern
 - ☐ Issue a censure
 - ☐ Resolve any found acts of misconduct or violations by consent order or other negotiated settlement
 - ☐ Place specific restrictions on a certificate

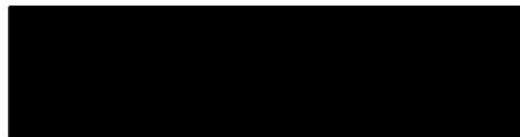
- ☐ Place the certificate holder on probation or a set period of time under specified conditions
- ☐ Mandate additional training for the certificate holder
- ☐ Issue a cease-and-desist order pursuant to subsection (E)96)
- ☐ Order suspension of a certificate for a set period of time with specific conditions for reinstatement

- ☐ Order revocation of a certificate with specific conditions for reinstatement
- ☐ Assess costs associated with the investigation and disciplinary proceedings; or
- ☐ Impose civil penalties associated with the investigation and disciplinary proceedings.

- ☐ Order the preparation of documents necessary for informal or formal disciplinary actions under subsection (H)(7)(b), (H)(8)(b) or (H)(9)(b)
- ☐ Request the license holder appear before the Board to participate in a Formal Interview, pursuant to ACJA § 7-201(H)(8).
- ☐ Enter a finding the public health, safety or welfare is at risk, requires emergency action, and orders the immediate emergency suspension of the license and sets an expedited hearing for:

Date, Time, and Location: _____

- ☐ Order the filing of Notice of Formal Charges, pursuant to ACJA § 7-201(H)(10).
- ☒ Adopts the recommendations of the Division Director.
- ☐ Does not adopt the recommendations of the Division Director and orders:



Paul Friedman, Vice Chair
 Board of Nonlawyer Legal Service Providers

12-3-25

Date

