Mendocino County District Attorney's Office — telephone call of September 8, 2026, 2:44 PM Pacific — transcript

Carli Heller's transcript of her recorded telephone call with District Attorney Investigator Mariano Guzman on September 8, 2026 (corrected October 15, 2026). The recording was provided to the California Attorney General. Speaker labels added; words unchanged.

Transcript

Recording Start Time: September 8, 2026, 2:44:34 PM

Carli Heller: Not supposed to have custody. They have not responded to any of my requests for whereabouts or anything.

DA Investigator Mariano Guzman: So you just closed? Did you just close this to them?

Carli Heller: Oh my God. I said. So you called the opposing counsel and asked about this whole thing. Sir, this child. You never listened to. Please give me. I have to go. Please give me a referral number.

DA Investigator Mariano Guzman: And you have rights to video visitation. Have you done that? Have you exercised that? Because they've told me you have not.

Carli Heller: I have not for a very specific reason.

DA Investigator Mariano Guzman: Why have you not?

Carli Heller: Because I am pro se, and I'm trying to figure out how to get my son back. And I can't go along with what they're doing because I don't know how to prevent anything worse from happening.

DA Investigator Mariano Guzman: If you're so concerned about where your son is—

Carli Heller: I'm concerned about getting him back because he's not safe and he's not receiving his medical care three times a week. He's supposed to have it.

DA Investigator Mariano Guzman: Have you even done the video thing here?

Carli Heller: Are you saying that I need? Sir, I just need the information. I need the information about whatever you've contacted or what kind of referral number I have.

DA Investigator Mariano Guzman: I think you have gotten the wrong information.

Carli Heller: I'm from out of town. There's a lot of stuff going on that you don't know about.

DA Investigator Mariano Guzman: What stuff is going on? You're at home. All you're doing is every day writing stuff to file in court. That's all you're doing.

Carli Heller: Because it. Gosh, I can't. This terrible. This really bad. I'm still here. I'm just gonna have to follow up in writing. I don't know. This is. I know you're not a lawyer, so this is. My son's in danger, and all I can tell you, I know you haven't listened to this part. They did not check, sir.

DA Investigator Mariano Guzman: Maybe you had to think about hiring a lawyer.

Carli Heller: I had three lawyers, and they committed severe malpractice to the point that it's about ten million dollars in malpractice if I ever survive to do it. It's very bad what's happened, and there's no way I can tell the whole story. Unfortunately, I'm from out of town, and things are very cozy around there. I've noticed.

DA Investigator Mariano Guzman: I also read a document from one of your ex attorneys, which you know says what.

Carli Heller: I'm just going to say. Try to do. This really sickening. So I'm just going to tell you that. I need any information that you have with respect to this case, especially given the fact you've contacted the opposing counsel. This is very dangerous, so I need to know.

DA Investigator Mariano Guzman: We don't have nothing to give to you. Just continue going to court and do what the judge is telling you to do. That's what we are going to recommend to you, and I'm recommending it to you right now. Just follow the judge's instructions. Go to your court video.

Carli Heller: I have documented every call that I have made about this child. And I have the facts to the DA. I have the DOJ confirmation. I have everything, and I can't get in touch with anyone who will actually listen to me as if I'm not some woman.

DA Investigator Mariano Guzman: They're not going to. I'm telling you right now. I'm the one that's assigned this case, and there's nothing to do with this case. The judge has already made an order. The father has custody. You have video visitation.

Carli Heller: That order expired on September second. There is no order in place that gives him custody. It expired on the second, and it was not continued. I've double checked this. It expired. There's simply no way for me to enforce it myself. That is the problem.

DA Investigator Mariano Guzman: You're incorrect.

Carli Heller: Please give me the correction.

DA Investigator Mariano Guzman: There and count in your county right there.

Carli Heller: Please give me the correction then.

DA Investigator Mariano Guzman: Please give you what?

Carli Heller: You said that I'm incorrect. What is the correction?

DA Investigator Mariano Guzman: That you do not have custody of your child.

Carli Heller: I do. The only order that is in place is the February 11th one, in which I was given full custody.

DA Investigator Mariano Guzman: That is not correct.

Carli Heller: Then what is the order that's in place that you're speaking about?

DA Investigator Mariano Guzman: You can look it up in the portal.

Carli Heller: Sir. It's there. You have every access.

DA Investigator Mariano Guzman: You're doing all this pro per, so you'll be able to get it yourself. Are you still there?

Carli Heller: I am. If anything happens to this child in the meantime, it's going to be bad. Thank you, Mr. Guzman.