



CHILD SUPPORT DIVISION

CHILD SUPPORT COMPLAINT FORM

This is in response to your request to file a complaint with the Office of the Attorney General's Child Support Division. All complaints must be in writing in order to enable us to better serve you in processing your complaint. Your complaint will be handled by Field Ombudsman Name, Field Ombudsman at the address and phone number listed below:

Office Address:

Daytime Phone Number: () -

Please complete the remainder of this page and return it to the name and address shown above. The information on page two of this form is provided to help you understand the complaint process and should be kept for your records.

Name: _____

Address: _____

Phone Number: () _____

Social Security Number: _____

Case Number: _____

Description of Complaint:

Signature: _____

Date: _____

Texas Government Code Chapter 559 gives you the right to review and request correction of information on this form.

PLEASE KEEP THIS INFORMATION FOR YOUR RECORDS

The Child Support Division of the Office of the Attorney General recognizes each customer's right to prompt and courteous assistance. We are dedicated to maintaining the highest level of professional commitment and personal service to those served, particularly the parents and children of Texas. We have received your complaint and are providing this document so you will understand the Child Support Division's complaint process.

What Happens After I Submit My Complaint?

These are the basic steps that will take place:

- we will document your complaint to maintain a record
- we will investigate your allegations, which may include:
 - discussing the issue further with you
 - researching our computer records
 - talking to other persons who are subjects of the complaint
- we will provide you with updates every 60 days until the complaint is resolved
- once resolved, we will notify you and other persons who are subjects of the complaint
- we will document the resolution

Who Will Handle My Complaint?

The Ombudsman Program is a special program which has been established to handle complaints. This program consists of a child support staff member in each child support field office and regional office that has been designated to handle complaints. The Chief Ombudsman in our State Office in Austin is responsible for overseeing the program. We hope to resolve your complaint at the field office level, however, if the complaint isn't resolved, it will then be forwarded to the regional or State Office level.

What Records Are Kept?

A record of your complaint that contains the following information will be kept by the Child Support Division:

- your name
- date the complaint was received
- nature of the complaint
- name of each person contacted in relation to your complaint
- summary of the results of the review or investigation

Your complaint will be documented and tracked to ensure a timely response. All information regarding this complaint will be kept confidential in accordance with the Child Support Division's policies.

Mutual Responsibilities of the Parties to a Complaint

In order for the Child Support Division to ensure that all complaints are dealt with fairly and effectively for all concerned, the following mutual responsibilities will be expected of all parties:

Child Support Ombudsmen are responsible for:

- assisting the complainant with the complaint process as appropriate
- treating all complainants with courtesy and respect at all times
- giving complainants a reasonable opportunity to voice all issues prior to final resolution of the complaint
- keeping complainants informed of any actions taken to address the complaint and the outcome of their complaint
- giving the complainant reasonable warning of the consequences of unacceptable conduct

Complainants are responsible for:

- treating all Child Support Division staff with courtesy and respect at all times
- cooperating with staff who are investigating and resolving the complaint
- informing Child Support Division staff of any other action they have taken in relation to the complaint
- providing, to the best of their ability, relevant and accurate information
- clearly and specifically identifying the issues relevant to the complaint

IMPORTANT NOTE: Complainants have the right to report any failure of staff to treat them with courtesy and respect. All such complaints go directly to management. Child Support Division staff have the right to report incidences of discourteous or disrespectful conduct by complainants to management, who are authorized to limit contact with the complainant as appropriate. Complainants will be notified of any limitation of contact in writing. The Child Support Division has the right to refuse to respond to correspondence that is offensive, threatening, repetitive or excessive

How Will I Know If Anything Is Being Done?

You, along with any other persons who are subjects of the complaint, will be provided with updates every 60 days as to the status of the investigation until it is resolved. You will also be notified at the time the complaint is resolved.