

HOW TO RESOLVE PROBLEMS WITH YOUR CHILD SUPPORT CASE

Not satisfied with the assistance you're receiving from the local child support agency? You have the right to file a complaint through the Complaint Resolution Program.

If you need help with a problem, talk to the LCSA Ombudsperson; it's his or her job to help you!

State your complaint by phone or in person, or get a complaint form from your LCSA Ombudsperson or the Department of Child Support Services website:
www.childsup.ca.gov.



Complaints must be filed with the local child support agency within 90 days of the date you knew or should have known about the subject of your complaint.

If the local child support agency's response to your complaint is not satisfactory, you have the right to request a state hearing. Request a form from:

- The LCSA Ombudsperson
- The website www.childsup.ca.gov
- The State Hearing Office; call toll-free (866) 289-4714



California Department of
Child Support Services
1-866-901-3212 (toll-free)
TTY 1-866-399-4096 (toll-free)
www.childsup.ca.gov