



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT
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 Joel Schwartz, Field Ombudsman at the address and phone number listed below:

Office Address: P.O. Box 12017, MC002
Austin, TX 78711-2017

Daytime Phone Number: (800) 252-8014

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 § 559 gives you the right to review and request correction of information on this form.



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PLEASE KEEP THIS PAGE 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 are providing this information to help you understand the Child Support Division's complaint process.

What Happens After I Submit My Complaint?

These are the basic steps that will take place:

- your complaint will be documented on our computer system to maintain a record
- an investigation will take place, which may include:
 - discussing the issue further with you
 - researching our computer records
 - talking to other persons who are subjects of the complaint
- you will be provided updates every 60 days until resolution
- once resolved, you and other persons who are subjects of the complaint will be notified
- the resolution will be documented on our computer system

Who Will Handle My Complaint?

A special program has been established to handle complaints, which is called the Ombudsman Program. This consists of a child support staff member in each child support field office and regional office that has been designated to handle complaints. The State Office Ombudsman in Austin is responsible for overseeing the program. We hope to resolve your complaint at the field office level. If unable to resolve the issue at this level, 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 on the Child Support Division's computer system to ensure a timely response. All information regarding this complaint will be kept confidential in accordance with the Child Support Division's policies.

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.