

Sacramento County Department of Child Support Services



Important Information
to Know Before
Pursuing the
Complaint Resolution
Process

*We hope this information
helps to address some very
important issues.*



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Granite Regional Office Park
3701 Power Inn Road
Sacramento CA 95826

(866) 901-3212 (toll free)
<http://dcss.sacounty.net>

IMPORTANT INFORMATION TO KNOW BEFORE PURSUING THE COMPLAINT RESOLUTION PROCESS

IF YOU HAVE PAYMENT ISSUES:

Many factors can affect payment problems for either party; it is vital the Local Child Support Agency (LCSA) be provided the most current employment information or address changes of both parties. Call the Customer Service Center at 866-901-3212 to discuss your concerns.

IF YOU DO NOT AGREE WITH THE ARREARS BALANCE:

You may submit, in writing, the reason(s) for your dispute and provide any/all documentation to support your reason(s), such as cancelled checks, etc. The information will be forwarded to your caseworker for review.

IF YOUR DRIVER'S/PROFESSIONAL LICENSE WILL BE, OR HAS BEEN SUSPENDED:

Contact the LCSA at (866) 901-3212 to request a review of license release for your case(s); any/all cases will be reviewed by the LCSA to determine whether a license release is appropriate.

IF AN IRS TAX REFUND WAS INTERCEPTED FROM THE NON- CUSTODIAL PARENT:

If the IRS determines the non-custodial parent was not entitled to the refund, they may reverse part or all of the payment. If that happens, the custodial parent may receive a reduced payment, or no payment. If the IRS does not reverse the intercept within six months of the LCSA receiving it, the payment will be appropriately disbursed.

IF YOU DO NOT AGREE WITH THE OUTCOME OF A RECENT COURT HEARING:

Matters addressed in Superior Court are only able to be addressed in Superior Court; they are not able to be addressed through the Complaint Resolution/State Hearing process. You may seek the assistance of an attorney or the Family Law Facilitator.

IF YOU WANT TO CHANGE YOUR CURRENT CHILD SUPPORT OBLIGATION:

You can ask for a modification to increase or decrease your court ordered child support amount. Call the Customer Service Center at 866-901-3212 or visit www.childsup.ca.gov for additional information and modification forms. You may also seek the assistance of an attorney or the Family Law Facilitator. Matters addressed in Superior Court are only able to be addressed in Superior Court; they are not able to be addressed through the Complaint Resolution/State Hearing process.

PROCESS FOR SUBMITTING A REQUEST FOR COMPLAINT RESOLUTION:

If you have a complaint against the LCSA for any action or inaction within 90 days from the date you knew, or should have known about the subject of your complaint, and you have already spoken to a Customer Service Representative, supervisor, or your caseworker, and you are still not satisfied with the results, you may contact the Ombudsperson Unit at 1-916-875-7320. The Ombudsperson can assist with child support services by explaining your rights and responsibilities, helping to resolve issues with your case, explaining the complaint resolution process and helping request and prepare for a state hearing.

You may also make a complaint in writing by completing and submitting a Complaint Resolution form to the LCSA from the following website, or by calling the LCSA directly.

<http://www.childsup.ca.gov/Resources/Services/ComplaintResolutionandStateHearingProgram.aspx>