

HOW TO RESOLVE PROBLEMS WITH YOUR CHILD SUPPORT CASE

If you're not satisfied with the assistance you're receiving from the local child support agency (LCSA), 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 www.childsup.ca.gov, the Department of Child Support Services website.



You must file your complaint with the LCSA within 90 days of the date you knew or should have known about the subject of your complaint.

If you're not satisfied with the LCSA's response to your complaint, you have the right to have your complaint issues heard at 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

1-866-249-0773 (toll-free)
TTY 1-866-223-9529 (toll-free)
www.childsup.ca.gov