

CHILD SUPPORT OMBUDSMAN PROGRAM

The Child Support Division of the Office of the Attorney General has established an Ombudsman Program that provides a uniform process of receiving, resolving and tracking complaints from our customers. The Child Support Division recognizes each customer's right to prompt and courteous assistance. Staff are dedicated to maintaining the highest level of professional commitment and personal service, particularly to the parents and children of Texas. This information is provided to help child support customers understand the ombudsman process.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction regarding:

- the standard of services provided by the Child Support Division.
- an employee's behavior that affects an individual customer or group of customers.

A complaint is different from a general inquiry, which can be a request for:

- child support services
- case status
- action on a case
- general information
- financial information

Customers with inquiries may call any of the numbers listed on the back of this brochure.

HOW IS A COMPLAINT SUBMITTED?

Complaints must be submitted in writing to be processed through the Ombudsman Complaint Program. The complaint enables the Ombudsmen staff to investigate and resolve complaints efficiently.

Written complaints should be sent to the field office currently handling the case. If a complaint is received by telephone or in person, child support staff will provide the customer with a Form 1600 (Child Support Complaint Form) to complete and return to the field office. Form 1600 can also be downloaded from the Child Support section of the Office of the Attorney General's website at www.texasattorneygeneral.gov.

WHAT HAPPENS AFTER A COMPLAINT IS SUBMITTED?

The following steps occur after the field office receives a written complaint or a completed Form 1600:

1. The complaint is documented on the child support computer system to maintain a record.
2. An investigation takes place, which may include:
 - discussing the issue further with the customer;
 - researching the computer records and files;
 - talking to persons who are subjects of the complaint.
3. The customer is provided with quarterly updates until the complaint is resolved.
4. Once resolved, the customer and other persons who are subjects of the complaint are notified.
5. The resolution is documented on the child support computer system.



WHO HANDLES COMPLAINTS?

The Child Support Ombudsman Program has been established to handle complaints. The program consists of an ombudsman in each field office and regional office. There is also a State Office Ombudsman in Austin who is responsible for overseeing the program. If a complaint cannot be resolved within the appropriate field office, it is forwarded to the regional or State Office for processing.

WHAT RECORDS ARE KEPT AND ARE THEY PRIVATE?

A record of the following information is kept for each complaint received:

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

All complaints are documented and tracked to ensure a timely response. All information regarding a complaint is kept private in accordance with the Child Support Division's confidentiality policies.

HOW LONG WILL IT TAKE TO RESOLVE A COMPLAINT?

Each complaint is different, depending on the circumstances. The complaint process begins immediately upon receipt of a written complaint in the field office. Staff members work diligently to resolve complaints as quickly as possible. The customer and any persons who are subjects of the complaint are provided with quarterly updates as to the status of the investigation. Notification also is provided to all parties concerned when the complaint is resolved.

CONTACT INFORMATION

BY US MAIL

Office of the Attorney General
Child Support Division
P. O. Box 12017
Austin, TX 78711-2017

ON THE INTERNET

Website: texasattorneygeneral.gov
E-mail: child.support@oag.state.tx.us

BY TELEPHONE

To reach regional customer service centers and area offices, call (800) 252-8014 during normal work hours.

24-HOUR VOICE INFORMATION RESPONSE SYSTEM

(800) 252-8014

FOR THE DEAF AND HARD-OF-HEARING

(800) 572-2686 (TTY)
(800) 460-6417 (TTY)