

Inquiry/Dispute Statement

If you have an inquiry/dispute and would like to be seen today, please complete the following information and return this statement to the receptionist. If you do not want to be seen today, are unable to wait, or you are accessing this form online; you may seek the assistance of the Riverside Ombudsperson team in resolving your inquiry/dispute by calling **(877) 930-2700**, by completing this form and mailing it to Riverside Department of Child Support Services, or by submitting this form online at http://www.riversidechildsupport.com/Programs/Forms/IDS_Submit.pdf.

I. Please print and provide as much of the following information as possible:

Name:	(Last)	(First)	(M.I.)
SSN :			
C#:			
Court Case No:			
Mailing Address:	(Address)	(City)	(State) (Zip Code)
Employer:			
Telephone No:			
Fax No:			
E-Mail address:			

II. Please mark which item(s) your inquiry/dispute concerns:

- | | |
|--|--|
| <input type="checkbox"/> Calculation of your support arrears | <input type="checkbox"/> Real/Personal property lien |
| <input type="checkbox"/> Payment/account issues | <input type="checkbox"/> Wage assignment |
| <input type="checkbox"/> Distribution of support collections | <input type="checkbox"/> Passport denial |
| <input type="checkbox"/> License suspension/credit reporting | <input type="checkbox"/> Tax intercept/FTB action |
| <input type="checkbox"/> Poor customer service | <input type="checkbox"/> Complaint against agency |

III. Please provide a brief explanation or description for each area of concern you marked in item "II" above:

Date: _____ Signature: _____

-This section to be completed by Riverside Department of Child Support Services-

Date received: _____ Time received: _____ am/pm. Received by: Mail Walk In Online Telephone
The inquiry/dispute was resolved *not* resolved within 24 hours.
If not resolved, this statement was referred to the Ombudsperson team on (date): _____.

Attachment 3

Inquiry/Dispute Statement:

- If you have an inquiry/dispute against Riverside Department of Child Support Services (DCSS) or the Franchise Tax Board for any action or inaction regarding your child support case, you may complete the inquiry/dispute statement on the reverse side. If you want to be seen today regarding your inquiry/dispute, please give the receptionist your completed statement. If you do not want to be seen today, mail it to the Riverside DCSS at P.O. Box 52350, Riverside, CA, 92517, contact the Ombudsperson team directly at (877) 930-2700, or submit the statement online at http://www.riversidechildsupport.com/Programs/Forms/IDS_Submit.pdf.
- The Riverside DCSS will attempt to resolve your inquiry/dispute at the time you walk-in or within 24 hours. If Riverside DCSS cannot resolve your inquiry/dispute within 24 hours, your inquiry/dispute will be referred to Riverside DCSS Ombudsperson team for resolution.
- If Riverside DCSS Ombudsperson team cannot resolve your inquiry/dispute within 3 business days from the date you submitted this statement or contacted the Ombudsperson team, a Request for Complaint Resolution form will be mailed to you.
- If at any time you are dissatisfied with the response Riverside DCSS provided you in regards to your inquiry/dispute, you may request formal Complaint Resolution.

Right to Complaint Resolution:

- If you have a complaint against a local child support agency or the Franchise Tax Board for any action or inaction regarding your child support case, you have the right to request complaint resolution from the local child support agency.
- **IMPORTANT: Your request for complaint resolution must be made within 90 days from the date you knew, or should have known, about the subject of your complaint.**
- The local child support agency has 30 days from the date it receives your complaint to provide you with a written resolution of your complaint, unless the local child support agency determines more information or time is needed to resolve your complaint. The local child support agency will contact you if it needs more information or time to resolve your complaint.

Right to a State Hearing:

- If the local child support agency **does not** respond to you within 30 days from receiving your complaint, you have the right to request a state hearing before an Administrative Law Judge. **IMPORTANT: If the local child support agency did not respond to you within 30 days, and you decide to request a state hearing, your request for a state hearing must be made within 90 days after you made your complaint with the local child support agency.**
- If the local child support agency **does** respond to you within 30 days of making your complaint, and you are not satisfied with the local child support agency's complaint resolution or response, you have the right to request a state hearing before an Administrative Law Judge. **IMPORTANT: If you are not satisfied with the local child support agency's complaint resolution or response, and you decide to request a state hearing, your request for state hearing must be made within 90 days after you received the local child support agency's written response.**
- You can request a state hearing in writing by sending a Request for State Hearing (SH001) to the State Hearing Office, or you can contact the State Hearing Office directly at (800) 743-8525 to verbally request a state hearing.
- The State Hearing office will contact you to let you know of the date, time, and location of your state hearing.
- The State Hearing Office will provide an interpreter or reasonable accommodation for you at the hearing.
- **IMPORTANT: Not all complaints are eligible to be heard at a state hearing.**

State hearings will only be granted for the following issues:

- An application for child support has been denied or has not been acted upon within the required time frame.
- The child support services case has been acted upon in violation of federal or state law or regulation, or Department of Child Support Services policy letter, including services for the establishment, modification, and enforcement of child support orders and child support accountings.
- Child support collections have not been distributed, or have been distributed or disbursed incorrectly, or the amount of child support arrears, as calculated by the local child support agency, is inaccurate.
- The local child support agency's decision to close a child support case.

Ombudsperson Services:

- Every local child support agency has an Ombudsperson available to provide assistance regarding inquiries/disputes, complaint resolution, and/or state hearing.
- The Ombudsperson can help you resolve your inquiry/dispute, make your complaint with the local child support agency, or request a state hearing from the State Hearing Office.
- The Ombudsperson can help you obtain information regarding your complaint to help you prepare for your state hearing.
- **IMPORTANT: The Ombudsperson cannot be your representative and will not give you legal advice.**