

ADMINISTRATIVE COMPLAINT PROCEDURE AND POLICY

While we strive to give our custodial and non-custodial parents the best service that we are capable of, we recognize there may be complaints about the handling of files. All complaints will be forwarded to the Child Support Coordinator for review and investigation as to the validity. The complaining party must provide the appropriate identifiers for the case as well as the reason for the complaint.

The Child Support Coordinator will review the file and discuss the complaint with the caseworker. In the event that action needs to be taken, the caseworker will do so and the complainant will be notified.