

Dear

A. After reviewing your Application for Compromise - Family Reunification, we determined you **do not meet the minimum requirements for eligibility for a compromise** because:

- Your child is not currently living with you at least 50% of the time.
- Your net income is \$ \_\_\_\_\_, which for a household of \_\_\_\_\_ is too high to qualify for this compromise.
- Your child did not receive Foster Care, CalWORKs, or KinGAP benefits during the period your child was out of your home.
- Your gross income is \$ \_\_\_\_\_, which for a household of \_\_\_\_\_ is too high to qualify for this compromise.
- Your child is no longer a minor.
- Other:

**Since your application has been denied, this agency will continue to collect the child support payments you owe for your child(ren). If you feel that a change in your support payments make you eligible for a compromise, you may reapply.**

There is also another compromise program currently available entitled Compromise of Arrears Program (COAP). If you want additional information on this program please call the telephone number below.

If you have any questions, please visit Customer Connect at [www.childsupport.ca.gov/customer-connect](http://www.childsupport.ca.gov/customer-connect) or call Customer Connect at 1-866-901-3212. Persons with hearing or speech impairments, please call the TTY number at 1-866-399-4096.

# HOW TO MAKE A COMPLAINT ABOUT YOUR APPLICATION FOR COMPROMISE - FAMILY REUNIFICATION

DCSS 0029 (05/17/07)

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## RIGHT TO COMPLAINT RESOLUTION:

If you think a mistake has been made in the way your application was handled or the amount of support the local child support agency has arrived at for your compromise, the local child support agency has a complaint resolution process. To start the complaint resolution process you should call the child support agency at 1-866-901-3212, (TTY number 1-866-399-4096) or write your local child support agency at the address below:

**Local Child Support Agency**

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**IMPORTANT: Your request for complaint resolution must be made within 90 days from the date you knew, or should have known, about the mistake.**

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.

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## 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 for 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 decided 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's complaint resolution, you have the right to request for 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 a state hearing must be made within 90 days after you receive the local child support agency's written response. You will receive instructions on how to file for a state hearing when you file a complaint with the local child support agency.**