

Dear

The completed Application for Compromise you sent us was received on and has been reviewed.

From your application, we determined you qualify for temporary suspension of collection and enforcement actions on the assigned arrearages you owe for the period of time when your child was not living in your house. You may be eligible for a compromise of those assigned child support arrearages.

We are required to check the information on your application within 20 business days from the date of this letter before we can make a final decision. Within 10 business days after the final review is completed, we will send you a written notice with our final decision.

We will not collect on your assigned child support arrearage payments that are under review for compromise. We will continue to collect all other child support owed.

If you have any questions, please visit Customer Connect at www.childsupport.ca.gov/customer-connect for assistance on-line, 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 0030 (05/17/07)

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 your local 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

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.

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 does 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 agency's complaint resolution, 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 a state hearing must be made within 90 days after you received 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.
