

Child Support Grievance Form

If you have a dispute with a child support office, please try to resolve the conflict with office staff or supervisors before filing a grievance. Each local office should have a complaint process in place for you to use. The child support office is not allowed to discriminate against you for filing a complaint or grievance.

If you believe you were treated unfairly or your support case was handled incorrectly and you are unable to resolve your complaint through your local office, report it on this form. Send the completed form to: Constituent Liaison, Child Support Program, 3200 Lancaster Dr NE, Salem, OR 97305.

Your name: _____ Daytime Phone: _____

Case Name (if different) _____ Child Support Case Number: _____

Address: _____

(Street)

(City)

(State)

(Zip Code)

PLEASE READ BEFORE FILING A GRIEVANCE:

The Child Support Program must follow the requirements of federal and state laws when making decisions and taking actions. We recognize that people sometimes disagree with these actions or decisions. However, if your grievance pertains to an action that is required or allowed by law, we will not be able to process your grievance using this formal process. We will continue to work with you to resolve our issues. Some examples of non-grievable issues may include child support order amounts, income withholding as required by law, and actions taken by other agencies or states. For more specific information see OAR 461-195-0010.

Oregon Child Support office you want to report: _____

In this section, describe your complaint. **Please be sure to sign and date the form on the other side.**

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