

LCSA CASE NUMBER:

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Date:

This is to respond to your request for complaint resolution that was received by the local child support agency on . You requested complaint resolution regarding the following:

After investigating your complaint, the local child support agency has made the following decision:

The local child support agency will take the following action:

The local child support agency referred to the following federal or state laws, regulations, or Department of Child Support Services policy letters to make its decision for resolution to your complaint.

If you are not satisfied with the local child support agency's resolution of your complaint, you can request a State Hearing before an Administrative Law Judge. You can request a State Hearing in writing by sending the enclosed Request for State Hearing form (SH001) to the State Hearing Office, or you can call the State Hearing Office toll free at 1-866-289-4714. You must request a hearing within 90 days after you get this notice. The State Hearing Office will let you know the date, time, and place of your State Hearing.

If you need an interpreter or an accommodation because of a disability, please call the State Hearing Office at the above number for assistance.

**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 California 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.

**IMPORTANT: The following issues cannot be heard at a State Hearing:**

- Child support issues that must be addressed by motion, order to show cause, or appeal in a court.
- A review of any court order for child support or child support arrears.
- A court order or equivalent determination of paternity.
- A court order for spousal support.
- Child custody determinations.
- Child visitation determinations.
- Complaints of alleged discourteous treatment by a local child support agency employee, unless such conduct resulted in a hearable action or inaction.

If you have any questions about this notice, need help to request a State Hearing, need information to prepare for a State Hearing, or have any other questions, please contact your local child support agency at:

Sincerely,

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Local Child Support Agency Director [or designee]