

Dear

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

The local child support agency has determined that you are eligible for a compromise of your assigned arrearages. The determination was based on the local child support agency finding that your net disposable income was \$ \_\_\_\_\_. It has been determined that you qualify for a compromise of 100% of the arrearages assigned to the State, including interest, which equals \$ \_\_\_\_\_. This amount will be subtracted from the total arrearages you owe at this time. The total arrearage you now owe for past due support is \$ \_\_\_\_\_. .

We are enclosing a Stipulation that you must sign and return before your compromise is final. **You have 20 business days from the date of this notice to sign and return the Stipulation. If you do not return the Stipulation within 20 business days from the date of this notice, your compromise will be denied.**

The local child support agency will submit the signed agreement to the court. That agreement will show the amount of arrearages to be compromised. Once the court has approved the agreement, your support arrearage account will be lowered to show the amount of arrearages that you still owe for your child(ren). A copy of the final stipulation approved by the court will be sent to you.

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

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

DCSS 0028 (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:

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#### **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 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 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.**