



# How to solve child support problems

## 2 important things you need to know about child support

1. Are you raising a child under age 18? You can get **FREE** legal help to get child support. It doesn't matter how much income you have. You don't have to be a citizen or legal immigrant. You don't have to be on Families First.
2. You can get child support **AND** Families First payments at the same time.

Need to sign up for help getting child support? Call the Family Assistance Service Center at **1-866-311-4287**. It's a free call. They can give you the phone number for your local child support office.

## If your Child Support office doesn't get your support started

1. **Ask to speak to a supervisor** at your child support office.

Tell them about the problem. Make notes about the date and who you talked to.

If they don't fix the problem, go to step 2 below.

2. **Still not starting to get child support? Go to the top person.**

Mr. Mike Adams is the top child support person in Tennessee. The jobs of the people at your Child Support office depend on him. You can send him the **complaint paper** on the last page. Or, you can call his office.

To complain by phone, call Mr. Adams' office at **(615) 313-4712**. He's at the statewide Department of Human Services office. Give them your Social Security number. Tell them about your problem with your Child Support office. **Example:** "Child Support Services has known where my child's father is for two years. But they haven't done anything." Say what you have done to work with them.

## If you have a child support order, but aren't getting the money

- First, find out if the state office got your child support payment.

Most child support goes first to a state office. Then they send you a check. Call the Child Support Information Line for free at **1-800-838-6911**. To talk to a person, press the number 0 button on your phone. If you have a dial phone, just hold on. Ask them if the state office got the payment for your child.

Go to the next page

## **If the state office did NOT get the payment**

### **Contact the parent or his employer.**

Ask them if they sent in the child support payment.

## **If the parent did not pay like the judge ordered –**



### **Tell your Child Support office right away.**

It's the job of their lawyers to make the parent pay. Keep notes about when you call and who you talk to.

Their lawyers have up to **60 days** to take action to make him pay. If they don't, go to the top child support person, Mr. Mike Adams. Send him the **complaint paper** on the next page. Or, call his office at **(615) 313-4712**, the statewide Human Services office.

### **Or, get your own lawyer for free.**

Some lawyers do not ask you to pay them for this kind of case. They ask the judge to make the other parent pay the lawyer's fee. You may have to ask around to find a lawyer who will do this.

## **If the parent did pay, but you didn't get a check –**

### **Ask the Child Support Information Line for a REVIEW**

If the parent did pay, call the Information Line. Their number is **1-800-838-6911**. It's their job to find the parent's payment and send you all you are owed. Tell them you want a **review** of your child support case.

They will send you a paper to fill out and mail in. Make a copy to keep. When the Information Line gets your paper back, they will check to see if they owe you a child support payment. You should get a written answer in 30 days.



### **Still didn't get your child support? Go to the top person.**

If you don't hear back in 30 days, or they don't fix the problem, file a complaint. You can complain to the top child support person in the state, Mr. Mike Adams. Send him the complaint paper on the next page. Or, call his office at **(615) 313-4712**, the statewide Human Services office.

# Complaint

## About Problems Getting Child Support

Date: \_\_\_\_\_

Mr. Michael L. Adams, Assistant Commissioner, Child Support  
Tennessee Department of Human Services  
400 Deaderick Street, Citizens Plaza Building  
Nashville, Tennessee 37248

Dear Mr. Adams:

I am writing about my problems getting child support for my child. I need your help.

[Parent, want to say more about this? Write on the back of the page.]

My name is \_\_\_\_\_  
First Middle Last

My Social Security number or child support number: \_\_\_\_\_

My address: \_\_\_\_\_

My daytime phone (\_\_\_\_\_) \_\_\_\_\_

Children I am having trouble getting support for	Date of Birth	Other parent's name
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Thank you for looking into these problems. Please tell me if there is anything else I need to do to help fix this problem. I hope to hear from you soon. My child really needs this child support.

Sincerely,

X \_\_\_\_\_  
Your signature

Parent, keep a copy of this letter.