

The Family Support Division Strives for Excellence in Service

Problem Solving

How can I resolve my customer service concerns with the Family Support Division?

- ✓ Discuss your concerns with an Eligibility Specialist at the local office. An Eligibility Specialist will review your case and try to resolve the issues. OR, you can contact the FSD Information Center at 1-855-FSD-INFO (1-855-373-4636).
- ✓ If the Eligibility Specialist is unable to resolve your issue, they will forward all information to office management. Management will determine what action(s) are needed. You will be notified by phone or mail regarding the resolution to your issue.
- ✓ If further assistance is needed, you may want to file a written report of your issue and/or complaint. The local office will provide you with a *Customer Service Form (FSD-4 Customer Service)*. You can then send the form to the Family Support Division State Office. All concerns are reviewed; you will receive a written response in the mail.

