

FORM: FSD-4 CUSTOMER SERVICE FORM

PURPOSE: To provide Family Support Division (FSD) customers with a formal process to submit a complaint, comment, or compliment.

NUMBER OF COPIES AND DISPOSITION: The FSD-4 Customer Service Form is available at <https://dssmanuals.mo.gov/wp-content/uploads/2020/09/fsd-4-customer-service.pdf>, a supply can be ordered from the warehouse, or staff may print from the IM Forms Manual.

Provide this form to any customer who wishes to submit a formal comment, complaint, or compliment on services provided by FSD including Child Support, SNAP, MO HealthNet, Temporary Assistance, etc.

INSTRUCTIONS FOR COMPLETION: The customer completes the form and submits it to FSD's Customer Relations Unit as directed on the form.

NOTE: If a FSD office directly receives an FSD-4, the office will immediately scan the FSD-4 to the Customer Experience Team at FSD.CET@dss.mo.gov with FSD-4 in the subject line.