

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 <http://dssweb/fsd/policyprocedure/formsmanual/fsforms/fsd-4-customer-service.exe>, a supply can be ordered from the warehouse, or staff may print from the IM Forms Manual.

Provide this form to a customer who wishes to submit a formal comment, complaint, or compliment on services provided by FSD including child support, food stamps, MO HealthNet, child care assistance, 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 Relations Unit at FSD.CRU@dss.mo.gov with FSD-4 in the subject line.