



How to solve child support problems

You can get FREE legal help with child support.

You can get this help if you have a child under 18. It does not matter how much income you have. You do NOT have to be a citizen or a legal immigrant. If you get Families First payments, you can also get child support.

To apply, call Child Support Services of Tennessee at **726-0530**. Or, go to their office at 222 2nd Ave. North.

What if Child Support Services doesn't get your child support started?

1. Call them at 726-0530 and ask to speak to a supervisor.

Tell them about the problem. Make notes about your call.

Date I called: _____ Who I talked to: _____

What they said: _____

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

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

Mike Adams is the top child support person in Tennessee. Child Support Services of Tennessee gets their money from him. You can call his office. Or, you can send him the complaint paper on the last page.

To complain by phone, call Mr. Adams' office at **(615) 313-4712**. Give them your Social Security number. Tell them about your problem with Child Support Services. For 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.

What if you have a child support order, but the check doesn't come

Find out if Central Collections got your child support payment.

Most child support goes first to the Central Collections office. Then they send you a check. Call the Child Support Hot 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 Central Collections got the payment.

If Central Collections did NOT get the payment, contact the parent or his employer. Ask them if they sent in the child support payment.

Go to the next page

If the parent did not pay like the judge ordered –



Tell Child Support Services of Tennessee right away.

It's the job of their lawyers to make him pay. They may already know that he did not pay. But it does not hurt to tell them yourself. 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 person. Call Mike Adams' office at **(615) 313-4712**. Or, send him the complaint paper on the next page.

Or, get your own lawyer.

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 Hot Line for a REVIEW

If the parent did pay, call the Hot Line back. 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 Hot 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, Mike Adams. Call his office at **(615) 313-4712**. Or, send him the complaint paper on the next page.

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 with these problems:

[Parent, if you need more space, 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
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_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

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

LEGAL AID SOCIETY

OF MIDDLE TENNESSEE AND THE CUMBERLANDS

Keep a copy of this letter.