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Title 22@ Social Security

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Division 13@ Department of Child Support Services

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Chapter 1@ Program Administration

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Subchapter 1@ Operations

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Article 6@ Customer Service

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Section 111542@ Ombudsperson Responsibilities

## **111542 Ombudsperson Responsibilities**

### **(a)**

The Ombudsperson Program shall: (1) Respond to customer questions about the child support program, local complaint resolution process and state hearings. (2) Provide to any customer Department-approved informational materials related to the Ombudsperson Program, the local complaint resolution process, the state hearing process, and/or other child support related information. (3) Assist case participants to navigate the complaint resolution and state hearing processes. (4) Respond to case participant inquiries as defined in Section 110251. (5) Review and attempt to resolve case participant disputes as defined in Section 110250 or make recommendations to resolve them prior to a complaint being filed. (6) Refer case participants to the Family Law Facilitator, or local legal aid office, as appropriate or on request.

### **(1)**

Respond to customer questions about the child support program, local complaint resolution process and state hearings.

### **(2)**

Provide to any customer Department-approved informational materials related to the Ombudsperson Program, the local complaint resolution process, the state hearing process, and/or other child support related information.

### **(3)**

Assist case participants to navigate the complaint resolution and state hearing processes.

**(4)**

Respond to case participant inquiries as defined in Section 110251.

**(5)**

Review and attempt to resolve case participant disputes as defined in Section 110250 or make recommendations to resolve them prior to a complaint being filed.

**(6)**

Refer case participants to the Family Law Facilitator, or local legal aid office, as appropriate or on request.

**(b)**

The Ombudsperson shall be the liaison with the State Hearing Office to arrange for a hearing facility in the county.