

120100 General Provisions

(a)

Each local child support agency shall: (1) Adopt and maintain the complaint resolution process specified in this Article. (2) Not discourage a complainant from filing a complaint or requesting a state hearing. (3) Not refuse to assist a complainant in requesting a state hearing. (4) Track and report complaints in the Department's complaint resolution tracking system.

(1)

Adopt and maintain the complaint resolution process specified in this Article.

(2)

Not discourage a complainant from filing a complaint or requesting a state hearing.

(3)

Not refuse to assist a complainant in requesting a state hearing.

(4)

Track and report complaints in the Department's complaint resolution tracking system.

(b)

This Article shall:(1) Be interpreted in a manner that complies with Chapter 1, Program Administration, Article 5, Records Management regulations. (2) Be interpreted in a manner that protects a complainant's right to complaint resolution. (3) Not be interpreted in a manner that alters other statutory or regulatory time frames or requirements for taking other child support actions.

(1)

Be interpreted in a manner that complies with Chapter 1, Program Administration, Article 5, Records Management regulations.

(2)

Be interpreted in a manner that protects a complainant's right to complaint resolution.

(3)

Not be interpreted in a manner that alters other statutory or regulatory time frames or requirements for taking other child support actions.

(c)

If the last date for the performance of any act required within a time frame specified by this Article or the provisions of Chapter 5 of Division 17 of the Family Code (commencing with Section 17800) is not a business day, then such period shall be extended to the next business day.