



Date Rec.	_____
Case No.	_____
Date Closed	_____
OFFICE USE ONLY	

Texas Department Of Banking Private Child Support Enforcement Agency Complaint Form

Please read the following carefully:

Please print and use blue or black ink. You must provide copies of all supporting documentation in order for your complaint to be processed. **PLEASE DO NOT SEND ORIGINALS.** Documentation includes, but is not limited to, copies of checks, agreements/contracts, receipts, and letters. If the private child support enforcement agency is registered with the Texas Department of Banking, we will send a copy of your complaint to the private child support enforcement agency for their review and response.

Please mail all correspondence to:

**Texas Department of Banking
Consumer Assistance Activities- PCSEA
2601 N. Lamar Blvd.
Austin, Texas 78705-4294**

Consumer/Client Information:

Name:	Mr. / Mrs. / Ms.				
	First	Middle	Last		
Address:					
	Street	City	State	Zip	
Daytime Phone:	()	Evening Phone:	()		
Email Address:				<input type="checkbox"/> Custodial Parent <input type="checkbox"/> Non-Custodial Parent <input type="checkbox"/> Other	
How did you hear about us?	<input type="checkbox"/> Child Support Web Site <input type="checkbox"/> Privacy Notice <input type="checkbox"/> Friend/Neighbor <input type="checkbox"/> Referred by Another Agency <input type="checkbox"/> Legislative Representative <input type="checkbox"/> Other				

Agency Information:

Agency Name:					
Address:					
	Street	City	State	Zip	
Person(s) you dealt with:					
Case Number with Agency:					

Documents you are providing:

- Court Order authorizing child support payments (required)
- Agreement(s) between you and the agency (if applicable)
- Other (as applies to your complaint)

The following questions will assist us in processing your complaint:

1. Did you sign a contract or agreement of any kind in relation to your complaint? Please provide a copy of all signed agreements	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Amount(s) in question: \$	
3. Have you addressed your complaint with the agency? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, when?	How? <input type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> Other
Was there any action taken?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please describe.	

4. Have you filed a complaint with another state agency? Yes No If Yes, with who?
Was there any action taken? Yes No
If yes, please describe.

5. Is the agency you are complaining about:
 Using or threatening to use violence or other criminal means to cause harm to you.
 Accusing falsely or threatening to accuse falsely that you violated state or federal child support laws.
 Taking or threatening to take an enforcement action against you not authorized by law.
 Representing to you that they are a government agency authorized to enforce child support obligations.
 Identifying themselves by another name or agency that is not the same as their registered name with our Department.
 Falsely representing the nature of the agency's activities in which they are authorized by law to engage in.
 Falsely representing an oral or written communication as correspondence from an attorney.
 Other

6. Do you have a private attorney representing you in this matter? Yes No

If so, what action has your attorney taken?

7. **If the Texas Department of Banking is not the appropriate regulatory agency, you grant us permission to forward your complaint to the appropriate agency that may have jurisdiction over the entity or specific matter.** Yes No

Please provide a detailed narrative of the complaint including details of any and all transactions along with supporting documents. Indicate who you spoke with or dealt with at the agency. Include the dates you contacted the agency or employees of the agency. (Use additional paper if necessary)

Tell us what would be a reasonable resolution to your complaint.

The above statements are true and accurate to the best of my knowledge.

Signature		Date	
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Texas Law prohibits us from giving legal advice or opinions. We e suggest you contact an attorney to discuss your complaint. As prescribed in Section 396.304 of the Texas Finance Code, the Department is authorized to investigate a written complaint against a registered agency for a violation of Chapter 396. The Department has 30 days from the date of receipt of the complaint to initiate an investigation.