

Our client charter

Our commitment to you

We keep the interests of your child at the heart of everything we do. We do this by working with you to provide a service that helps you to easily manage your child maintenance arrangements.

We will be:

Responsive...

We will answer your questions and sort out any issues as quickly as we can. If your needs change, we'll change with you. And we'll use your feedback to improve how we do things.

Reliable...

We will always tell you what is going on in your case and if we say we'll do something, we'll do it. You'll get the right information – and it will be the same information no matter who you speak to.

Respectful...

We'll be open and honest, and treat you fairly. We will explain what we are doing or why we are asking you for something. And because we respect the fact that every case is different, you can manage your case in the way that suits you best.

What this means for you

When you open your case – we'll work out a child maintenance amount as soon as we can. If you need us to, we'll try to find the other parent as quickly as possible.

When you need to contact us – you can call us or send a message online.

If your circumstances change – we'll look at your case and work out if your payments need to change.

If payments are missed – we'll act quickly, taking the appropriate action to get the child maintenance owed.

After 12 months – we'll look at your case in your Annual Review, to make sure your payments are still accurate.

To help us give you the best possible service, we need you to:

- tell us as soon as possible if anything changes that could affect payments
- treat our people with courtesy and respect
- send us any information we ask you for as quickly as possible
- have information you think is relevant ready when you call us

If you want to give us feedback about our service, find out what changes you need to tell us about, or if you have any other questions, please call us on **0845 266 8792***.

Where can I get more information?

Go to www.gov.uk/child-maintenance for more information, or call us on **0845 266 8792*** if you have any questions.

Important information about this factsheet

This factsheet is only a guide and does not cover every circumstance. It only refers to the statutory child maintenance scheme provided by the Child Maintenance Service. It does not refer to any child maintenance schemes provided by the Child Support Agency. 'Statutory' means set up under the law.

We have done our best to make sure the factsheet is correct as of 1 October 2012, but it may not reflect changes to the law or to our procedures after this date. You may want to get independent advice before making financial decisions based on the content of this factsheet.



*Call charges

Calls to 0845 numbers from BT land lines should cost no more than 5p a minute with a 13p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

Charges were correct as of the date of this factsheet.