

**Illinois Department of Public Aid
REQUEST FOR AN EXPLANATION
Administrative Accountability Analysis**

This is my request to have someone at IDPA review my child support case and explain to me in a letter or over the phone how the agency has handled my case. If IDPA fails to do this within 30 days of receipt of my request I have the right to a conference. The support I sought is for my child(ren):

My Name is _____

My Address is _____

My IV-D Number is _____

My Telephone Number is (work) _____ (home) _____

I am requesting an explanation of my child support case due to the following reason(s): **Please check every statement that applies to you.**

_____ Failed to act upon a child support application, in a timely manner.

_____ Failed to intercept Unemployment Insurance Benefits of the non-custodial parent, in a timely manner.

_____ Canceled or suspended child support services against the custodial parent's wishes.

_____ Failed to serve an Income Withholding Order on the non-custodial parent's payor of income, in a timely manner.

_____ Failed to act on new information provided by the custodial parent, the non-custodial parent, the Payor of income, or the court, in a timely manner.

_____ Failed to locate the non-custodial parent, in a timely manner.

_____ Failed to intercept the non-custodial parent's Income tax refund.

_____ Failed to act on a modification request, in a timely manner.

_____ Failed to obtain a support order.

_____ Account's records failed to accurately reflect Payments (after an Account Review).

Here is a brief description of my problem and when it happened: _____

I understand that my request for an explanation of my child support case may be made within 60 calendar days after the Department's action, or inaction as check marked above.

Custodial parent's Signature

Date this Form is Completed

If possible, please provide copies of child support order(s) and other records you know will aid the Department when reviewing your request

Return this form to the Child Support Office that handled your case, or mail to: Ms. Marian Scott-Steele
DCSE Administrative Accountability Analysis Unit
32 West Randolph, Room 900
Chicago, IL 60601; tel: 312/793-0219