

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Face-to-face meetings with the Child Maintenance Service

There are some situations when it's easier to talk about your child maintenance case in person instead of over the phone. That's why the Child Maintenance Service can sometimes offer face-to-face meetings with members of our team.

When do you offer face-to-face meetings?

We can't offer a face-to-face meeting to everyone. But we may be able to offer you one for one of the following reasons:

- to explain in detail a decision we've made
- to talk about a complaint made against the Child Maintenance Service
- if we need information about a certain aspect of your child maintenance case
- if you have special needs or requirements
- if you are aged under 16
- if anyone involved in your child maintenance case has died.

If any of these situations apply to you, you may be able to have a face-to-face meeting.

How do I set one up?

You can do this over the phone with one of our caseworkers. Once we have set up the face-to-face meeting, we will get in touch with you to confirm all the details.

There's no limit on how long a face-to-face meeting can last. It depends on what we talk about in the meeting.

Where do the meetings take place?

Usually, the meeting will be in a Child Maintenance Service or JobCentre Plus office near your home. Or, in some circumstances, we can arrange to meet you in your own home. We will tell you in advance where the meeting will be and how you can get there.

For meetings in your home, two members of our team will be there. They will aim to arrive 5 to 10 minutes before the meeting is due to start. They will carry an identification card and you should ask to see this before letting them in.

What if I need an interpreter for the meeting?

We can arrange to provide an interpreter if you need one. Just let us know in plenty of time before the meeting.

What if I want someone to come to the meeting with me?

You can have another person or a representative with you at the meeting if you want. You must tell us the name of this person before the meeting.

What if I've been told I can't have a face-to-face meeting?

If it's not possible for us to arrange a meeting with you, we should be able to give you the information you need over the phone.

Where can I get more information?

Visit 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 2013, but it may not reflect changes to the law or our procedures after this date. You may want to get independent advice before making financial decisions based on the content of this factsheet.

Please turn over



*Call charges

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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.