

Child Support Helpline / Desk Review Report Form

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Please let the Empire Justice Center Know about your experiences calling the Child Support Helpline

1. Date of call to Helpline: _____

2. Time of call to Helpline: _____

3. Minutes on hold: _____

It took this amount of time to reach a real person

I hung up after this amount of time on hold.

4. Purpose of call:

To find out general information about child support.

To request a desk review

5a. If the purpose of the call was to request a desk review and you were able to reach a real person, were you mailed a desk review request form?

Yes

No

5b. Were you able to successfully complete the desk review request Process?

Yes

No

If no, explain what happened: _____

5c. If you were able to successfully complete the desk review process, did you receive a decision on your request for review?

Yes, within 45 days of my request.

Yes, more than 45 days after my request. Number of days after request: _____

Never received a decision.

Date of request: _____

