



STATE OF RHODE ISLAND
DEPARTMENT OF HUMAN SERVICES
OFFICE OF CHILD SUPPORT SERVICES
77 DORRANCE STREET, PROVIDENCE RI 02903
(401) 458-4400 • [HTTPS://.OCSS.RI.GOV](https://.ocss.ri.gov)

CONSTITUENT INQUIRY FORM

Name of caller:

Address of the caller:

HOUSE #/STREET

CITY/STATE/ZIP

Telephone number you can be reached at:

Home Phone
 Cell Phone

Email address:

Are you the custodial parent (CP) OR non-custodial parent (NCP)?

Custodial Parent
 Non-Custodial Parent

Name of other party:

Address of other party

HOUSE #/STREET

CITY/STATE/ZIP

Case number:

1. Are you a full service customer of the Child Support agency? YES NO
If not, you must complete an application which can be found at <https://ocss.ri.gov/> before the child support agency can assist you.
2. If you reside in another state, you must contact the child support agency in that state since that is the designated agency to provide services.
3. Did you access the information you need on the 24/7 Voice Response System at 458-4400? If not, please do so first before the case will be referred by this office to the Child Support Agency. Most answers to questions may be found on the phone system.
4. Have you contacted your child support representative by leaving a message on the voice response system? If you left a message, please be advised it takes at least 72 hours for a response.
5. Are you calling to find out if a child support payment was made? If so you can get a list of payments by calling the voice response system at 458-4400 or on the website at <https://ocss.ri.gov/>
6. Are you calling requesting that enforcement action be taken on your case? If so, you need not speak to anyone; enforcement is automatically taken on a case. This automated process is fully explained on the website at <https://ocss.ri.gov/>. For a list of enforcement action taken on your particular case, call 458-4400 and enter your PIN and case number.

If you have done all of the above and have not received an answer to your question, please describe your issue. Please note the inquiries will be responded to by the child support agency directly in the order in which they are received. As stated on the voice response system, it may take up to 72 hours for a response.

By signing this form, I hereby authorize the constituent affairs office to communicate with the child support agency about my case and to receive confidential information about my case if necessary to assist me. Completed forms can be sent to the Community Outreach Liasion at the OCSS. Save the form, and then attach it to an email. Send the email to Chalechia.Campinha@dhs.ri.gov .

Signature	Date
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