

Our website: www.csa.gov.uk

If you get in touch with us, tell us this

National Insurance number

Contact Reference number 21

CSA reference number 1278649618

Our address

Child Support Agency

PO Box 36

BIRMINGHAM

B99 1DW

Our phone number 08456 090062

- or if you have a Textphone 08457 138 924

(08457 139 704 in Northern Ireland)

Date 17 December 2010

MR

Dear MR

No change to your child maintenance

Following a change in circumstances, we looked into your child maintenance arrangements again from

16-12-2010

After consideration, we've decided that the amount of child maintenance will stay the same.

This is because the change of circumstances wouldn't alter the non-resident parent's net income by 5 per cent or more. Under child support law, this means that we can't change the amount of child maintenance.

If you have any questions about this decision, please see the information below. Or, if you prefer, phone us on the number at the top of this letter. Thank you.

If you want to know more about the decision or you think it is wrong

Phone us or write to us and we will go through the decision with you and answer any questions you may have about it. Our phone number and address are at the top of this letter.

You can also:

- ask us to look again at the decision. This will probably take less time than an appeal.

If we find the decision is wrong, we will change it as soon as we can.

If we cannot change the decision we will tell you why. You will still have the right to appeal against the decision; or

- appeal to an independent appeal tribunal, which is **not** part of the Child Support Agency.
- In either case there is a one-month time limit.

How can I appeal against a Child Support Agency decision?

You should appeal within one month from the date of this letter. Your appeal must be in writing. You can fill in the appeal form in the leaflet *How can I appeal against a child maintenance decision?* Or you can write to us. You must say exactly what you are appealing about and why you disagree with the decision.

You can obtain a leaflet and further information:

- by visiting our website at www.csa.gov.uk (www.dsdni.gov.uk in Northern Ireland);
- by ringing our national helpline on **08457 133 133** (in Northern Ireland the helpline number is **0845 608 0022**);
- by contacting us by Textphone. The number is **08457 138 924 (08457 139 704** in Northern Ireland); or
- from the office that sent you this letter.

Send your appeal to the Central Appeals Unit (In Northern Ireland, send your appeal to the Northern Ireland Appeals Section). The address is in leaflet *How can I appeal against a child maintenance decision?*

Important information

The courts deal with **all** appeals about parentage. The appeal tribunal deals with all other appeals.

So if you want to appeal because you disagree that you are the parent of a child, you should apply direct to the courts.

You can find more information about this in our leaflet *What happens if someone denies they are the parent of the child?* You can get this leaflet by phoning our national helpline on **08457 133 133**. (You can get a copy of the Northern Ireland leaflet by phoning the number at the top of this letter.)

You can appeal to a court about parentage and to the appeal tribunal for some other reason. If you do, the appeal tribunal might ask if you want them to put off their decision until the court decides about parentage.

Help and information

Child Support Agency is an operating name of the Child Maintenance and Enforcement Commission.

In Northern Ireland, the Child Maintenance and Enforcement Division is part of the Department for Social Development.

If you have any questions about this letter, you can phone us direct on the number at the top of this letter. The line is open from 8am to 8pm Mondays to Fridays and 9am to 5pm Saturdays. Please have this letter with you when you phone.

Or you can:

- contact us by e-mail through our website; or
- write to us.

Our website and address are at the top of this letter.

For help and advice in Welsh, you can phone the Welsh Language Helpline on 08457 138 091. The line is open from 9am to 5pm Mondays to Fridays. Please note that this service is for Welsh speakers **only**.

Please note, textphones are for people who find it hard to speak or hear clearly. If you do not have a textphone, some libraries or citizens advice bureaux may have one. Textphones do not receive text messages from mobile phones.

Yours sincerely

Mick Hancock

— Child Support Agency

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