<First Line of Address>

<Second Line of Address>

<City/Town>

<Postcode>

Child Maintenance Service

PO Box 249

Mitcheldean

GL17 1AJ

 Monday, 11 September 17

Client Reference Number: <Insert Client Number>

**FORMAL COMPLAINT**

Dear Sirs,

I am writing to you by way of formal complaint as a result of the way that my child maintenance case has been handled. Please pass this to your complaints handling team.

**Contact**Firstly, I am requesting that all future communication with me in relation to the above case be via letter only. I no longer wish to discuss aspects of the case via telephone and am asking you to remove my telephone number from your systems forthwith.

**Account Audit**

**Please provide a full account audit from the date that the case was opened. It is essential to ensure that the amounts claimed to be owed under the 2012 Child Maintenance Regulations are correct and that no human or system errors have contributed to this figure**.

Please provide a daily breakdown of the amounts owed, amounts paid, and whatever arrears have accumulated on any given day (if any). Please also include the income figures used in the calculation so that I may corroborate the figures supplied. It is important for the daily breakdown to be provided, as I am aware of issues with your computer systems whereby incorrect amounts are being charged on certain random days.

**Subject Access Request**

**Under the rights afforded to me by Section 7 of the Data Protection Act 1998 I am now requesting a copy of all personal information held by the Child Maintenance Service.** By way of confirmation, my National Insurance Number is <xxxxxxx>

Please provide copies of any and all documentation relating to me held on computer systems administered by the Child Maintenance Service.

In addition please provide the following: copies of emails where I have been mentioned, copies of meeting minutes where I have been discussed either as part of a formal agenda item or informally, handwritten notes made by caseworkers or their superiors where I am mentioned, copies of the full notes and factors taken into consideration during any discretionary decision made by the Child Maintenance Service (in particular items relating to Section 2 of the 1991 Child Support Act).

I look forward to receiving this information within the 40 day statutory time limit as defined in the DPA 1998.

In respect of the other information requested above, please send this to me within 14 days of the date of this letter. If you fail to meet this timeline, please provide a response by way of explanation within 14 days of the date of this letter.

Yours Sincerely,

Mr/Ms <Insert Name>

CC <MP’s name>