

FORM:

FSD-4

CUSTOMER SERVICE FORM

PURPOSE:

To provide Family Support Division (FSD) customers with a formal process to submit a complaint, comment or compliment.

REFERENCE:

[*CS Procedural Manual, Section II, Chapter 7.*](#)

GENERAL PROCEDURES:

The FSD-4 is available at <http://dss.mo.gov/child-support/index.htm> or staff may print the FSD-4 from the Intranet.

Provide this form to a customer who wishes to submit a formal comment, complaint or compliment on services provided by FSD, including child support, food stamps, MoHealthNet, child care, temporary assistance, etc.

The customer completes the FSD-4 and submits the form to FSD's Customer Relations Unit, as directed on the form.

NOTE: If a child support office directly receives a FSD-4, the office will immediately scan and e-mail the form to FSD's Customer Relations Unit located in central office.