

Vermont Office of Child Support (OCS)

Customer Rights & Responsibilities

I certify and agree that:

- a. I have read and understand the Statements of Understanding.
- b. OCS will provide all child support services deemed appropriate, and I authorize the use of all legal means necessary to provide these services.
- c. All child support payments will continue to be made through OCS unless I ask the court to change that part of the order.
- d. Federal and state law requires me to provide OCS with certain information (e.g., Social Security numbers for me and my children) to get child support services and I authorize OCS to use this information to provide the services.
- e. OCS and the agencies, contractors and organizations that work with them are committed to protecting my privacy and keeping my information confidential – in compliance with state and federal law; however, some laws require the sharing of certain information. This could include OCS providing certain information to another agency/person working on my case, the other parents, a health insurance provider or a court as part of a legal action.
- f. I will cooperate with OCS and the agencies, contractors and organizations that work with them.
- g. I have up to seven days from the date of notification to return any money OCS issues to me in error or based on insufficient funds. If I don't return it, I authorize OCS to automatically deduct payments from my account or from future child support payments, in accordance with state law, until my repayment obligation is satisfied. I authorize such deductions without further notice to me.

I have the right to:

- Full and equal treatment regardless of race, color, national origin, gender, age, sexual orientation or disability.
- Confidential treatment of my personal information to the extent allowed by law.
- Represent myself or hire an attorney to represent me at hearings and meetings.
- Appeal any decision made or action taken by OCS.
- Obtain copies of non-confidential documents in my OCS case file.
- Stop services initiated solely by me.

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I have the responsibility to:

- Cooperate fully with OCS.
- Inform OCS of any changes in my circumstances.
- Notify OCS before taking any actions that might affect my child support.
- Ensure child support payments are sent through OCS.
- Participate in all meetings and hearings about my case.
- Keep accurate records of all child support payments and copies of all documents related to my case.
- Inform OCS of any family violence issues/concerns.
- Repay any child support received from OCS that I am not entitled to.