

Child Maintenance Enforcement

Decision tree **March 2015**

Freephone

0808 802 0925

Gingerbread Single Parent Helpline

Yes, I'm in direct pay

If you are in direct pay you'll need to tell the Child Maintenance Service that you have not received payment from your child's other parent.

The Child Maintenance Service will contact your child's other parent to request a payment is made. If payment is not made, they can move your case to collect and pay, the collection service.

Page 1 of 3 : [1](#) [2](#) [3](#) [>](#)

Page 1 of 3
Now go to page 8

(pages for this answer: 7-9)

Child Maintenance Enforcement

Decision tree **March 2015**

Freephone

0808 802 0925

Gingerbread Single Parent Helpline

In collect and pay, your child's other parent will pay the Child Maintenance Service and the service will transfer the money to you. There is a charge for using this service and it will affect the amount of money you receive. Our [website](#) has more information on child maintenance charges.

Once you're using collect and pay, if payments stop the Child Maintenance Service can take enforcement action against your child's other parent.

This can include:

- Taking money from the other parent's bank account, wages or benefit
- Obtaining a liability order
- Instructing bailiffs to collect the money owed.

If none of the above are successful, the Child Maintenance Service can use legal enforcement such as disqualifying your child's other parent from driving, selling any property he or she may own or imposing a custodial sentence.

Page 2 of 3 : < 1 2 3 >

1. 'website' - <http://goo.gl/iNzPdn>

Page 2 of 3
Now go to page 9

(pages for this answer: 7-9)

Child Maintenance Enforcement

Decision tree **March 2015**

Freephone

0808 802 0925

Gingerbread Single Parent Helpline

The Child Maintenance Service can decide which option to use and they may need to apply to the court in certain cases.

For more information on using the Child Maintenance Service you can visit the [Child Maintenance Options website](#).

If you feel that the Child Maintenance Service is failing to enforce payment from your child's other parent, you can make a complaint using the [complaints procedure](#).

Page 3 of 3 : < 1 2 3

1. 'Child Maintenance Options website' - <http://www.cmoptions.org/>
2. 'complaints procedure' - <http://goo.gl/XZGDoy>

Page 3 of 3

(pages for this answer: 7-9)