

## Child Maintenance Enforcement

Decision tree **March 2015**

Freephone

**0808 802 0925**

Gingerbread Single Parent Helpline

### No, I am using maintenance direct

If you are in maintenance direct, you need to tell the Child Support Agency that you have not received payment from your child's other parent.

The Child Support Agency will contact the other parent to request a payment is made.

If payment is not made the CSA can move your case to the collection service.

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Once you're using the collection service, if your child's other parent fails to make a payment, the Child Support Agency can take enforcement action against them.

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

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Our factsheet [Enforcing child maintenance](#) has more information on what action the Child Support Agency can take.

If you feel that the Child Support Agency is failing to enforce payment from your child's other parent, you can make a complaint via the complaints procedure. Our factsheet [How to complain to the Child Support Agency](#) has further information.

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1. 'Enforcing child maintenance' - <http://goo.gl/cmW7C0>
2. 'How to complain to the Child Support Agency' - <http://goo.gl/moQ2Xa>

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