

Frequently Asked Questions

Family Division



How do I report child abuse & neglect?

“To report child abuse and neglect, call the 24-hour report line: 1-800-292-9582”¹

How do I make a complaint of child care violations by a daycare or report an unlicensed child care facility?

“To report violations of child care standards, unsafe care or unlicensed care:”²

- 1-302-892-5800 (New Castle County)
- 1-302-739-5487 (Kent and Sussex Counties)

Can the Attorney General’s Office intervene in my private custody case because I am not satisfied with a court ruling or my attorney’s handling of my case?

No, the Attorney General’s office does not represent private individuals in child custody cases. The Attorney General’s office is responsible for representing the Department of Services for Children Youth & Their Families and its Divisions (the Division of Family Services, the Division of Youth Rehabilitative Services, and the Division of Prevention and Behavioral Health Services) in court proceedings.

My criminal case was resolved in my favor or was dropped. Why do I have to deal with a proceeding involving the Child Protection Registry?

A civil proceeding involving the Child Protection Registry is different from a criminal proceeding and has a different burden of proof. The decision as to whether your criminal case and its resolution would bar a civil Child Protection Registry proceeding is determined by 16 *Del. C.* § 921.

Who is representing me as a parent in my child dependency/neglect case against the Division of Family Services?

You need to call Family Court and ask who (or if someone) has been appointed to represent you in your child dependency/neglect case. Having your Family Court File # and Petition # will help the Family Court in answering your question.

Where can I ask questions about child support?

Parents who have questions about child support should contact the [Division of Child Support Services](#). Automated Assistance Lines (AAL) are available toll-free 24 hours a day, 7 days a week, while Child Support Specialists are available Monday-Friday from 8:30 a.m. - 4:00 p.m.:

- New Castle County: (302) 577-7171 or (302) 395-6520
- Kent County: (302) 739-8299
- Sussex County: (302) 856-5386

How old must a parent be to pay child support?

Delaware does not have an age requirement to be ordered to pay child support. A parent, even a minor, has a legal duty to support their child.

If a party is a client of The Division of Child Support Services (DCSS), who do I serve legal documents on?

Both DCSS and the DOJ Child Support Unit should be served on behalf of the DCSS client.

¹ This language was taken from a DSCYF/DFS pamphlet

² *Id.*