



Parentage Dispute - Alleged Parent Is Not The Parent

A parentage dispute is where an alleged parent does not agree that they are the parent of the child/ren named in the application or case. An alleged parent may raise a parentage dispute at any time during the lifecycle of the case and can do so by phone or post.

The purpose of this procedure is to complete the change where the alleged parent is proven not to be the parent. The caseworker will apply the information to the case which will result in calculation of new liability where there are other active qualifying child/ren (QCs). Where there are no active QCs case closure will be completed. The caseworker will also be prompted to refund any overpaid child maintenance and relevant DNA test fees.

Parentage disputes will be dealt with by caseworkers within maintenance service or by enforcement if the dispute is raised post-calculation and the case is owned by an enforcement caseworker.

The entire parentage process takes place over the following five procedures. The caseworker will work through them in order:

1. Parentage Dispute - Log
2. Parentage Dispute - Evidence
3. Parentage Dispute - DNA Testing
4. Parentage Dispute - Record Outcome
5. **Parentage Dispute - Alleged Parent Is Not The Parent**

In this procedure the caseworker will complete the following:

- Update the system with the parentage result
- Complete all outstanding activities
- Complete changes resulting from parentage result

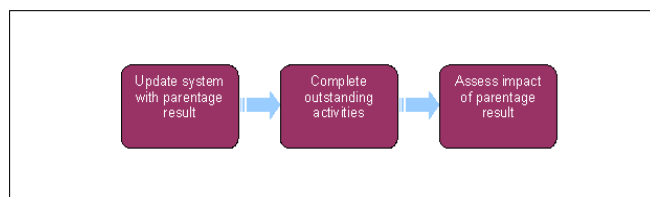


Parentage ambassadors are now available to provide you with support. You should contact your local ambassador whenever you are dealing with a parentage dispute and they will coach and support you to help you handle any sensitive discussions and progress the case swiftly. Details of who your local parentage ambassadors are can be found on the intranet here: [2012 Scheme parentage ambassadors](#).



When speaking to either client at any point during a parentage dispute you should give consideration to the sensitivity of the nature of the dispute and recognise that some clients might be unhappy with the situation and we treat them with sensitivity. Always respond positively to the client even if they challenge the result or feel negative. Your tone should be supportive, sensitive but assertive when necessary.

For more information refer to Policy, Law and Decision Making Guidance. 



When speaking to clients always use the new terminology. For more information refer to the [Terminology Changes](#).




This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Update system with parentage result

1. Locate the **NRP Not The Parent** service request (SR) automatically created as part of the parentage dispute process. The SR has the following values:
 - **Process = CofC**
 - **Area = Change Client Status**
 - **Sub Area = NRP Not The Parent**
2. Open the SR and set the **Status** to **In Progress**. Complete the steps in the activity plan.

- Set the SR **Sub Status** to **NRP Not Parent Authorised**. The system will remove the qualifying child/ren (QC/s) from the case and generate work items for the relevant outcome. The QC/s will still show in the Parentage tab, on the contact view the QC/s ended will show an end date and Parentage Disproved recorded against them. For more information on confirmation that the alleged parent/paying parent is not the parent refer to the Policy, Law and Decision Making Guidance 



If the parentage dispute applies to more than one QC there will be a separate SR for each QC. The effective date for the SR/s was set during the logging of the parentage dispute. For more information refer to [Parentage Dispute - Log steps 7-11](#).

Complete outstanding activities

- Check the arrears balance to see if there has been an overpayment. Before issuing a refund ensure that team leader approval is given. For more information refer to [Payment - Non Standard](#). The receiving parent may have been overpaid. For more information refer to [Receiving Parent/Payee Repayment Request - Create](#).
- If there is an overpayment, open a SR for **Payments and Arrears** to issue the refund. If you are prompted to refund any DNA test fees, refund them now.
- Check the case for any paused enforcement action. Cancel any action resulting from the parentage dispute.



This step only applies to caseworkers working in enforcement service.

Assess impact of parentage result

- Close the **NRP Not The Parent** SR by changing the **Resolution Code** to **CofC Accepted**.



When the SR is closed you have completed this process. Further SRs will be generated automatically for case closure or change of circumstances where required.

- The parentage result may require the case to be closed. For more information refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#). Where a change of circumstances is required refer to the relevant change of circumstances procedure. For more information refer to [Maintain Case Overview](#).

Procedural Exceptions

NICMS replaces CMG in Northern Ireland

[Calculation - Post Initial](#)

[Close Case \(Collect and Pay\)](#)

[Close Case \(Direct Pay\)](#)

[Maintain Case Overview](#)

[Receiving Parent/Payee Repayment Request - Create](#)

[Payment - Non Standard](#)

[Parentage Dispute - DNA Testing](#)

[Parentage Dispute - Evidence](#)

[Parentage Dispute - Log](#)

[Parentage Dispute - Record Outcome](#)

[Variation - Cancel](#)

[Terminology Changes](#)