

CMS Dispute Pack

Child maintenance records and supporting documents

Prepared by	Alex Morgan
Address	8 Sample Street, Leeds, LS1 1AA
Case reference	1234 5678 9012
Child(ren)	Lily
Period covered	11-10-2025 to 10-10-2026
Date prepared	10-10-2026

Statement

I am asking CMS to look again at the calculation. Since 1 June 2026 Lily has stayed with me on Fridays as well as school nights, so the other parent now has her for one night a week, not two. The childcare schedule, timeline and the message from 28 May 2026 show this change. I have also recorded a late, a part and a missed payment.

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Page numbers refer to the numbers printed at the bottom of each page of this pack. The records were kept by the parent named above.

Prepared with CDA (cdaapp.co.uk), an independent app, not affiliated with the Child Maintenance Service.

Case timeline

What happened and when, 11-10-2025 to 10-10-2026 · Problem payments only (missed, late, part paid, underpaid, duplicate)

Date	Type	What happened	Details	Reference
October 2025				
31-10-2025	● Childcare	Nights in October 2025	You 15 · Other Parent 6	
November 2025				
30-11-2025	● Childcare	Nights in November 2025	You 21 · Other Parent 9	
December 2025				
31-12-2025	● Childcare	Nights in December 2025	You 23 · Other Parent 8	
January 2026				
31-01-2026	● Childcare	Nights in January 2026	You 21 · Other Parent 10	
February 2026				
01-02-2026	● Payment	Late payment · £240.00	Received · Arrived 12 days late	
28-02-2026	● Childcare	Nights in February 2026	You 20 · Other Parent 8	
March 2026				
31-03-2026	● Childcare	Nights in March 2026	You 23 · Other Parent 8	
April 2026				
30-04-2026	● Childcare	Nights in April 2026	You 22 · Other Parent 8	
May 2026				
01-05-2026	● Payment	Part payment received · £120.00	Received · Half paid, no explanation	
28-05-2026	● Document	Message agreeing weekend change	Screenshots · Other parent agrees Lily stays with me on Fridays from June	
31-05-2026	● Childcare	Regular pattern ended	Every Fri, Sat from 01-09-2024 until 31-05-2026 with Other Parent	
31-05-2026	● Childcare	Nights in May 2026	You 21 · Other Parent 10	
June 2026				
01-06-2026	● Childcare	Regular pattern started	Every Sat from 01-06-2026 with Other Parent	
01-06-2026	● Childcare	Regular pattern started	Every Fri from 01-06-2026 with You	
07-06-2026	● Childcare	Shared-care band down: 52–103 nights	Other Parent (likely paying parent) had 103 nights in the 12 months to this date — CMS reduction: one-seventh off. Based on nights recorded in CDA.	
30-06-2026	● Childcare	Nights in June 2026	You 26 · Other Parent 4	
July 2026				
01-07-2026	● Payment	Missed payment · £240.00	Received · Nothing received	
14-07-2026	● Call	Call with CMS · Missed payment	10:20 · Adviser: Sarah · Arrears logged, enforcement to be considered · Follow up by 28-07-2026	Call ref CL-48213
31-07-2026	● Childcare	Nights in July 2026	You 27 · Other Parent 4	
August 2026				
31-08-2026	● Childcare	Nights in August 2026	You 26 · Other Parent 5	
September 2026				
09-09-2026	● Call	Call with CMS · Shared care	14:05 · Adviser: David · Asked how to report the change in nights	Call ref CL-50977

25-09-2026	● Call	Call with CMS · Mandatory reconsideration	09:40 · Adviser: Priya · MR request received and logged · Follow up by 23-10-2026	Call ref CL-51840
30-09-2026	● Childcare	Nights in September 2026	You 26 · Other Parent 4	
October 2026				
09-10-2026	● Childcare	Nights in October 2026	You 8 · Other Parent 1	

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SAMPLE
Fictional person and records

Overnight Childcare Schedule

11-10-2025 to 10-10-2026

Prepared by: Alex Morgan

Case reference: 1234 5678 9012

Child(ren): Lily

Period: 11-10-2025 to 10-10-2026

Generated: 10-10-2026

Totals

Overnight with	Nights	Share
● Alex Morgan	279	76%
● Other parent	86	24%
No record	0	

Night by night

Night	Date	Overnight with	Type	Hours	Notes
Sat	11-10-2025	● Other parent	Weekly pattern		Every weekend
Sun	12-10-2025	● Alex Morgan	Weekly pattern		School nights
Mon	13-10-2025	● Alex Morgan	Weekly pattern		School nights
Tue	14-10-2025	● Alex Morgan	Weekly pattern		School nights
Wed	15-10-2025	● Alex Morgan	Weekly pattern		School nights
Thu	16-10-2025	● Alex Morgan	Weekly pattern		School nights
Fri	17-10-2025	● Other parent	Weekly pattern		Every weekend
Sat	18-10-2025	● Other parent	Weekly pattern		Every weekend
Sun	19-10-2025	● Alex Morgan	Weekly pattern		School nights
Mon	20-10-2025	● Alex Morgan	Weekly pattern		School nights
Tue	21-10-2025	● Alex Morgan	Weekly pattern		School nights
Wed	22-10-2025	● Alex Morgan	Weekly pattern		School nights
Thu	23-10-2025	● Alex Morgan	Weekly pattern		School nights
Fri	24-10-2025	● Other parent	Weekly pattern		Every weekend
Sat	25-10-2025	● Other parent	Weekly pattern		Every weekend
Sun	26-10-2025	● Alex Morgan	Weekly pattern		School nights
Mon	27-10-2025	● Alex Morgan	Weekly pattern		School nights
Tue	28-10-2025	● Alex Morgan	Weekly pattern		School nights
Wed	29-10-2025	● Alex Morgan	Weekly pattern		School nights
Thu	30-10-2025	● Alex Morgan	Weekly pattern		School nights
Fri	31-10-2025	● Other parent	Weekly pattern		Every weekend

Summary

Total	Amount
Received	£2,520.00
Sent	£0.00
Net (received – sent)	£2,520.00
Missed payments	1 (£240.00)

Month by month

Month	Received	Sent	Net	Missed
November 2025	£240.00	£0.00	£240.00	–
December 2025	£240.00	£0.00	£240.00	–
January 2026	£240.00	£0.00	£240.00	–
February 2026	£240.00	£0.00	£240.00	–
March 2026	£240.00	£0.00	£240.00	–
April 2026	£240.00	£0.00	£240.00	–
May 2026	£120.00	£0.00	£120.00	–
June 2026	£240.00	£0.00	£240.00	–
July 2026	£0.00	£0.00	£0.00	1 (£240.00)
August 2026	£240.00	£0.00	£240.00	–
September 2026	£240.00	£0.00	£240.00	–
October 2026	£240.00	£0.00	£240.00	–

All payments

Date	Direction	Status	Amount	Notes
01-11-2025	Received	Received in full	£240.00	
01-12-2025	Received	Received in full	£240.00	
01-01-2026	Received	Received in full	£240.00	
01-02-2026	Received	Late	£240.00	Arrived 12 days late
01-03-2026	Received	Received in full	£240.00	
01-04-2026	Received	Received in full	£240.00	
01-05-2026	Received	Part received	£120.00	Half paid, no explanation
01-06-2026	Received	Received in full	£240.00	
01-07-2026	Received	Missed	£240.00	Nothing received
01-08-2026	Received	Received in full	£240.00	
01-09-2026	Received	Received in full	£240.00	

01-10-2026	Received	Received in full	£240.00
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Missed and duplicate payments are listed but not included in the totals. Generated on 10-10-2026.

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Record of Calls with CMS

14-07-2026 to 25-09-2026 · Calls dated 11-10-2025 to 10-10-2026

Prepared by: Alex Morgan

Case reference: 1234 5678 9012

Calls: 3

Generated: 10-10-2026

Date	Topic	Outcome	Notes
14-07-2026 10:20	Missed payment Adviser: Sarah Ref: CL-48213	Arrears logged, enforcement to be considered Follow up by 28-07-2026	Told to keep records of any further missed payments
09-09-2026 14:05	Shared care Adviser: David Ref: CL-50977	Asked how to report the change in nights	Advised to request a change and send records of nights
25-09-2026 09:40	Mandatory reconsideration Adviser: Priya Ref: CL-51840	MR request received and logged Follow up by 23-10-2026	

Records kept at the time using CDA (cdaapp.co.uk), an independent app, not affiliated with the Child Maintenance Service.

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Key dates

Calendar entries, 11-10-2025 to 10-10-2026

Date	Event	Type	Notes
23-10-2026	Reply due on reconsideration	Deadline	

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Jordan (Lily's dad)

Hi, from June can Lily stay with you on Fridays?
Work has changed and I can only do Saturdays
now.

28/05/2026 18:42

Yes that's fine, I'll have her Fridays from the 1st of
June.

28/05/2026 18:50

Thanks. Saturdays as normal then.

28/05/2026 18:51

SAMPLE · fictional people

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