

CAFCASS FACTSHEET

Concerns and complaints



At Cafcass we are keen to learn about what we have done well and if things have gone wrong. This factsheet explains what to do if you want to give a compliment or make a complaint about our work.

How to tell us if things have gone well

It's always helpful to receive positive feedback about our service so if you've been particularly pleased with our work, please do let us know. You can either tell or write to your Cafcass worker or their manager or you can email us using the details at the end of this factsheet.

What to do if you have a concern

Although we try hard to provide a good service to all the children and families we work with, we know that people are sometimes unhappy about the work we have done. If you have any concerns about our work, such as a factual mistake in a report, please tell your Cafcass worker or their manager as soon as possible, so that they can quickly understand your concerns and try to put things right.

You might also want to make a formal complaint. The rest of this factsheet tells you how to do this and what Cafcass will try to do to put things right. You can read the full Cafcass Complaints procedure on our website: http://www.cafcass.gov.uk/contact_cafcass/feedback.aspx Or contact us using the details overleaf, to ask for a printed copy.

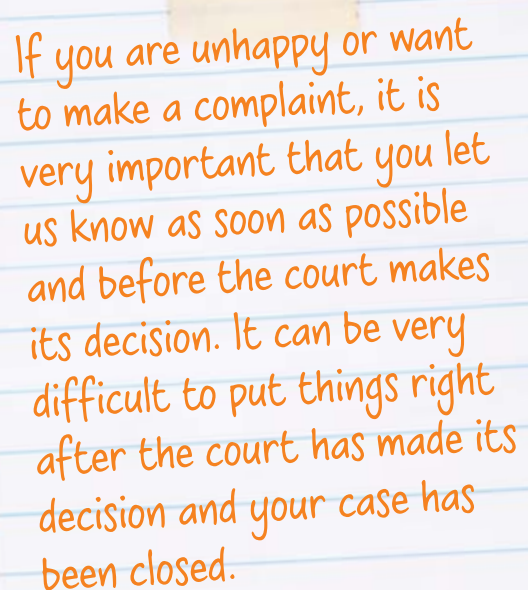
Who can complain?

If you are unhappy with our work and are, or have been, a legal 'party' to a case in which we have been involved you can make a complaint. We will respond to complaints made by people who do not have a case with us ('non-parties'), such as a service user's friend or relative, but it will not be under the terms of our complaints procedure.



How can I make a complaint?

If you are unhappy with our work and want to make a complaint you can do so using the contact details overleaf. It is very important that you let us know as soon as possible and before the court makes its decision. It can be very difficult to put things right after the court has made its decision and your case has been closed.



If you are unhappy or want to make a complaint, it is very important that you let us know as soon as possible and before the court makes its decision. It can be very difficult to put things right after the court has made its decision and your case has been closed.

What will the complaints team do?

A member of the team will contact you by phone to get fuller details of your complaint and the steps you want us to take. If you are a child or young person, or vulnerable adult, we will always offer to meet with you. Wherever possible, we will also talk to the Cafcass worker who is the focus of your complaint. Based on our assessment of the nature of your complaint, and what we have found out, we will then provide you with a written response.

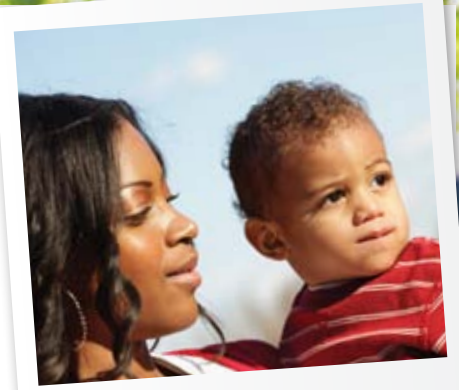
If your complaint is about a Cafcass worker's professional opinion or judgment, including things such as the recommendations that have been made in court reports, we will always let the court know about this so that it can take this into account in the decisions it makes. You are also free, subject to the judge's agreement, to tell the court about what you think about our work, or the advice we have provided to the court.

We will, wherever possible, send a letter to you and the court no later than five working days before the next hearing or, if there is no immediate court hearing, within

a maximum of ten working days. The letter will outline our understanding of your complaint, and what action, if any, we are taking to resolve it.

If your complaint is solely about the conduct of a Cafcass worker, we will deal with this under our Employee Relations policies and will not involve the court. We will formally respond to your complaint within ten working days.


We are not able to deal with complaints that are about the decisions that the court has made. Instead, you will need to consider, perhaps with legal advice, whether to appeal against the court's decisions.



Contact us

If you would like to make a compliment about our work you can do so by telling your Cafcass worker or their manager, or by writing to us at the address below.

If you would like to make a complaint you can contact us at:

 **Feedback**
Cafcass National Business Centre
Millburn Hill Road
Warwick Science Park
Coventry
CV4 7JJ

 customerfeedback@cafcass.gsi.gov.uk

 **0844 353 4975**

 **0844 353 2272**

