

How to complain to us:

You can telephone us on 0330 403 0300 (between 9am – 5pm (Monday to Thursday), and 9am – 4:30pm (Fridays).

You can email us at customerfeedback@cafcass.gov.uk

You can fill in one of the feedback forms on our website and submit it online, or email it back to us at customerfeedback@cafcass.gov.uk.

You can write to us or print out our feedback form and send it to: Feedback, Cafcass National Business Centre Milburn, Hill Road, Warwick Science Park Coventry, CV4 7JJ.



We receive your complaint about something that made you feel concerned or unhappy with Cafcass.

After you have your letter, you will be offered a phone call with the Family Justice Young People's Board (Young people like you who have been through the family court process). They will check whether you are happy we have dealt with everything, or if you need anything else.

What happens when you make a complaint?



We will reply to you within **one working day** to acknowledge your concern.



If there are things that we can change or do better as a result of your complaint, we will speak to other people in Cafcass about the examples you have provided in your complaint (but we won't identify you when we do that).



One of our local Service Managers will look into your concern.



The Service Manager will send you a letter explaining what you talked about, what they have done and what will happen next. You will get this letter within **10 working days**.

The Service Manager will explain what they will do next, how long this will take and what the next steps are. They will give you a choice of meeting in person or by video, or a phone call, so that you can talk in more detail about how we can best sort things out for you.



*'Working days' are the days that Cafcass is open. This is usually Monday to Friday, apart from when there is a bank holiday, or at Christmas.