

Compliments, complaints and feedback

What was good,
not so good or
could have been
better?



How to tell us if things have gone well

If you have been happy with the service you have received from Cafcass, please let us know. We always welcome positive comments and there are lots of ways to pass on your compliments. You can either tell your Cafcass worker or their manager, or on the contact details below.


How to tell us if you have a concern or wish to make a complaint

Although we try very hard to make sure that we always provide a good service to all children and young people, we know that sometimes people feel unhappy about the work we have done. If you are worried, unhappy or want to make a complaint, then you can get in touch using the contact details below.

What happens next

If you have told us about a concern or something that you feel we have done wrong, we will contact you and offer for you to meet with a manager, so you can discuss your concerns or complaint with them directly. The manager will listen and be respectful and can meet you at a time and place that is convenient for you. You can bring someone along to the meeting to support you, but they can't be an adult that's involved in your case.



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

 **customerfeedback@cafcass.gov.uk**

 **0300 456 4000**

 **www.cafcass.gov.uk**

And in the mean time... If you need any more information then you can visit **www.cafcass.gov.uk** and click on the section for children or teenagers. You can find a link to the complaints procedure as well as other important information.

Child or young person raises a complaint either in person or via,

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Day 1 –
Cafcass
confirm they
have received
the complaint

What happens when you make a complaint?

Complaint
passed to
Customer
Service Team.

A written
response will be
provided in 20
working days*, by
letter or email.

Customer Service
Team passes the
complaint and
details to the Service
Manager of the local
area of the child or
young person.

The Service Manager
will then offer to meet
the child or young
person to discuss the
complaint in more detail
and talk about how the
issue will be dealt with.

*'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.