



# 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 and Compliments Policy on our website or contact us using the details overleaf.

## 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 within the last six months, 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. Children who are or have been the subject of a case in which we have been involved may also make a complaint. Information on how we deal with complaints from children is available in the Compliments, Complaints and Feedback factsheet for children.

## 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 to get fuller details of your complaint and the steps you want us to take. 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, such as the recommendations that have been made in court reports, we will always send the court a copy of your complaint and our response 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.

Complaints about the performance or conduct of a Cafcass worker may be referred to the worker's line manager for information or action. Where there are serious concerns about the worker's conduct these may be referred to the relevant senior manager to consider whether informal or formal action is required under Cafcass' Employee Relations Policy. These complaints

may also be drawn to the court's attention where Cafcass considers that they are relevant to the proceedings.

We will, wherever possible, send a letter to you (and the court where applicable) no later than five working days before the next hearing or, if there is no immediate court hearing, within a maximum of 15 working days.

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

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.gov.uk](mailto:customerfeedback@cafcass.gov.uk)

 0300 456 4000

