



Cafcass National Office  
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21 Bloomsbury Street  
London  
WC1B 3HF

**Your ref: CAF 15-83**  
**Our ref: Gov/CAF 15-83**

Tel 0300 456 4000

26 May 2015

## **Re: Freedom of Information Request**

Thank you for your email of 27 April 2015. You made the following requests for information:

Please provide copies of your complaints procedure and policy for undertaking telephone interviews

Please see below for our response.

Please see here for the [Cafcass Complaints Procedure](#).

Cafcass policy on interviewing can be seen in the [Cafcass Operating Framework](#) section 2.24-2.25 (this refers to 'toolkits' available to support practitioners in their direct work with adults and children, these can be found on our website [here](#)).

There is also a guidance document for telephone interviews during work to first hearing in private law cases to help consistency within Early Intervention Teams. Please find this document attached.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)):

**Post**  
Information Commissioner's Office  
Wycliffe House, Water Lane,  
Wilmslow,

**Fax**  
01625 524 510  
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0303 123 1113

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





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SK9 5AF

**E-mail**  
[casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team  
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Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive



Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice  
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