



Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

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

Tel 0300 456 4000

9th February 2015

Re: Freedom of Information Request

Thank you for your email of the 6th February 2015 where you made the following requests for information:

What are the stages of your complaints procedures regarding the conduct of Cafcass employees? As in, a complaint being registered, 15 working days to respond - Then what?

Please see below for our response.

Please see here for our [Cafcass Complaints Policy and Procedure](#); sections 1.20 - 1.29 (pages 3-5) set out the procedure Cafcass follows when responding to a complaint made by a party, and Appendix 1 (page 7) shows the procedure in diagram form.

Information can also be found on our [Complaints Factsheet](#), a section of which can be seen below:

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. 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

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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' Performance and Conduct 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 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):

Post

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Fax

01625 524 510

Tel

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

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