



Cafcass National Office
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21 Bloomsbury Street
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Your ref: CAF 15-84
Our ref: Gov/CAF 15-84

Tel 0300 456 4000

27 May 2015

Re: Freedom of Information Request

Thank you for your email of 5 May 2015 which was received by our office on 6 May 2015. You made the following requests for information:

When are CAF/CASS going to have a meeting with some of its service users to accept criticism of CAF/CASS and listen to what those service users have to say to progress CAF/CASS and make you a child focused organisation?

Please see below for our response.

The Cafcass [Operating Framework](#) states that we must be open to concerns that are raised and respond in a way that prioritises the safeguarding and promotion of children's and young people's welfare. Therefore Cafcass has several methods of ensuring this is carried out.

Our Complaints and Compliments Policy sets out how parties to cases can complain, which is reviewed annually and takes account of comments Cafcass receives on how to improve services. We provide mechanisms for feedback for service users including feedback forms that are available in offices and via email.

Cafcass hosts discussions with organisations that represent service users to listen to their views and retain the focus on children in the family justice system. These have included face to face meetings with organisations such as Men's Aid, Families Need Fathers and the Family Law Society.

Cafcass also hosts an Open Board Meeting twice a year at our National Office, for which stakeholders from across the sector are invited to join us to discuss issues facing children and potential solutions. Individuals are also able to attend, with information about dates and the venue published on our website prior to the event.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





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

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Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF

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Yours sincerely,

Governance Team

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Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive

