



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

Your ref: CAF 15-104
Our ref: Gov/CAF 15-104

Tel 0300 456 4000

19 June 2015

Re: Freedom of Information Request

Thank you for your email of 2 June 2015 which was received by our office on 3 June 2015. You made the following requests for information:

I would like to know how many complaints have been made against Cafcass Leicester in the last five years with a breakdown into complaint categories.

Please see below for our response.

The below table shows complaints received by the Leicester office, separated by type, for the last five full calendar years. Please note the following about the data:

- Formal complaint categories were introduced in September 2012.
- Some complaints fall into more than one category. The following is based on primary complaint category.
- Before July 2014, a complaint was recorded for each member of staff about whom a service user complained. Therefore if a service user complained about more than one member of staff, each would be logged as a separate complaint. From July 2014 in the new case recording system (ECMS), one complaint is recorded for each complaint received, which covers all issues the service user has raised within that complaint.
- The data refers to cases over the last five years as requested; there may be some margin of human error in the data entry. The data sources are:
 - The old Cafcass case management system (CMS) which from July 2014 is a static database where no further updates will be made. The data included here is a snapshot on the closing data of the database.
 - The current Cafcass case management system (ECMS) which is a live system and is therefore subject to change.

Complaint Type	2010	2011	2012	2013	2014
1. Friendly, professional and respectful service	16	22	30	9	11
2. Fairness of service			3	10	14

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3. Accessibility of service		1			1
4. Working in children's best interests	1			3	6
5. Provision of clear information				1	
7. Translation of information				1	
8. Listening to feedback			2	2	
Active Intervention	1	5			
Safeguarding	2	3	1		
Safeguarding raised – assessment complete	1	1			
Use of Technology			1		
Grand Total	21	32	37	26	32

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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 Anthony Douglas CBE Chief Executive

