



Cafcass National Office
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Your ref: CAF 16-6
Our ref: Gov/CAF 16-6

Tel 0300 456 4000

1 February 2016

Re: Freedom of Information Request

Thank you for your email of 18 January 2016. You made the following requests for information:

Here is what I am requesting from the West Yorkshire (A5) office:

1. How many complaints were raised against Cafcass between 01st January 2014 and 31st December 2015.

141 complaints were received in A5 during calendar years 2014 and 2015.

Year	Complaints Received in A5
2014	87
2015	54

2. How many complaints raised against Cafcass between 01st January 2014 and 31st December 2015 were UPHELD by Cafcass.

Complaint outcomes are not recorded due to the change in our complaints procedure in February 2012: the number of stages involved was reduced from three to one and the classification of complaints as 'upheld'/'partially upheld'/'not upheld' was ended. The focus of the complaints system is now on putting things right for service users while their case is ongoing so that any necessary remedial action can be taken. The requested information is therefore not held.

3. How many complaints raised against Cafcass between 01st January 2014 and 31st December 2015 were NOT UPHELD by Cafcass.

See the above response; this information is not held.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





4. How many complaints raised against Cafcass between 01st January 2014 and 31st December 2015 were REFERRED to Parliamentary and Health Service Ombudsman by Cafcass.

Cafcass does not refer complaints to the Parliamentary and Health Service Ombudsman (PHSO); complainants do this themselves via their local MP.

Cafcass holds data on the number of proposed investigations by the PHSO of complaints made to them about Cafcass. Between the start of January 2014 and the end of December 2015, Cafcass received 11 proposed investigations by the PHSO in relation to cases within A5.

5. The complaints raised against Cafcass between 01st January 2014 and 31st December 2015 a breakdown of the CLASSIFICATION of the type of complaint, for example but not limited to, report related, professionalism related.

Please see the table below for the category of complaints received in A5 in calendar years 2014 and 2015. From March 2015 one complaint may be logged in more than one category, so the information has been given in percentages.

Complaint Type	2014	2015
Friendly, professional and respectful service	30%	36%
Fairness of service	37%	31%
Accessibility of service	3%	5%
Working in children's best interests	22%	23%
Provision of clear information	2%	1%
Translation of information		1%
Listening to feedback	2%	2%
Clear complaints process	1%	
Solving problems quickly	2%	2%

6. The complaints raised against Cafcass between 01st January 2014 and 31st December 2015 a breakdown of which Cafcass Officer the complaint was made against.





Cafcass is unable to disclose information about individual staff involvement in complaints. This type of information is of a personal and private nature, and staff hold an expectation of confidentiality from disclosure into the public domain. It would be unfair to disclose this information, which would breach the first data protection principle.

Disclosure is therefore exempt under Section 40 of the Freedom of Information Act 2000. The exemption from the duty to disclose third party personal data where to do so would breach a data protection principle is an absolute exemption.

[Section 40 of the Freedom of Information Act](#) provides that:

1. Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
2. Any information to which a request for information relates is also exempt information if-
 - a. it constitutes personal data which do not fall within subsection (1), and
 - b. either the first or the second condition below is satisfied.
3. The first condition is-
 - a. in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene-
 - (i) any of the data protection principles, or
 - (ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and
 - b. in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.

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):

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





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Yours sincerely,

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