



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

Your ref: CAF 16-33
Our ref: Gov/CAF 16-33

Tel 0300 456 4000

8 March 2016

Re: Freedom of Information Request

Thank you for your email of 4 March 2016, part of which contained a request for information which was forwarded to our team:

I would also like to understand the disciplinary or remedial measures that Cafcass take for complaints that are upheld.

Please see the [Cafcass Complaints Policy and Procedure](#). This sets out the complaints procedure which does not include categorisation of upheld or not upheld; the focus is on making things right as quickly as possible. The complaint response letter will include the outcome of Cafcass' assessment of the complaints and it will set out any steps Cafcass have taken/ will take to put things right.

Please see paragraphs 1.25 – 1.28 for measures Cafcass may take following a complaint. In particular, please see paragraph 1.27 set out below:

1.27. Complaints relating to the performance or conduct of a Cafcass practitioner may be referred to the practitioner's manager for information or action. Complaints which raise serious concerns about the conduct of a Cafcass practitioner will be referred by the CST to the relevant senior manager to consider whether informal or formal action is required under the Employee Relations Policy.

Please see the Cafcass [Employee Relations Policy](#) for general information on how employee relations issues are handled within Cafcass, including disciplinary procedures (section 5).

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

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





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

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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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