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
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**  
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Yours sincerely,

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