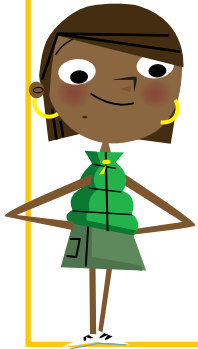


Any other comments you wish to make?



Tell us what  
you think

Thank you for taking the time to complete this feedback form, we really appreciate your comments.

Please return to:

Feedback

Cafcass National Business Centre

Milburn Hill Road

Warwick Science Park

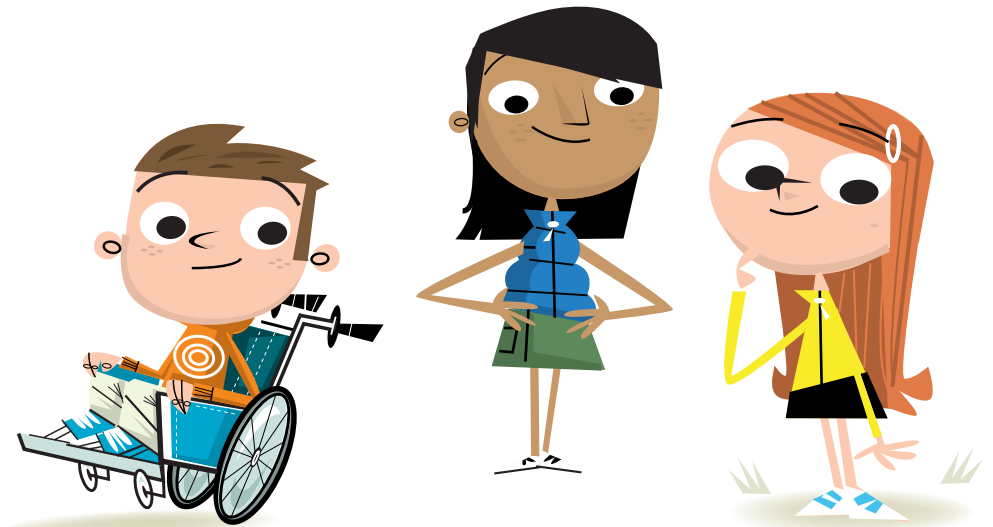
Coventry

CV4 7JJ

 [customerfeedback@cafcass.gov.uk](mailto:customerfeedback@cafcass.gov.uk)

 0300 456 4000

 [www.cafcass.gov.uk](http://www.cafcass.gov.uk)



My name is.....

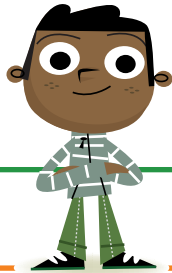
1. How did you find out how to make a complaint?

- I was told by my Cafcass worker
- I followed the links on the Cafcass website
- I followed the links on the compliments, complaints and feedback factsheet.
- Other



2. How did you make the complaint?

- Email     Letter
- Phone     Cafcass worker
- Other \_\_\_\_\_



3. How easy or difficult was it to make your complaint?

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4. From the date you made your complaint, did we respond within 20 working days?

- Yes     No

If no, how many days did it take?

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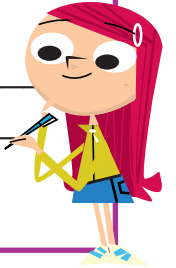
5. Did you meet with a Service Manager to discuss your complaint?

- Yes     No

If no, were you offered the chance to meet with the Service Manager? \_\_\_\_\_

Any comments? \_\_\_\_\_

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6. Did you feel that you were listened to and respected, when you made your complaint?

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7. If you did meet with a Service Manager, did this meeting make a difference to you and your complaint?

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8. Do you now feel that your complaint has been dealt with?  Yes     No

Comments \_\_\_\_\_

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