

Practice quality standards: adult complaints

These practice quality standards set out 'what good looks like' when we look into and respond to complaints from adults. They are intended to provide consistency and clarity about how we will work with people when we take forward their complaints. They are not 'mandatory' in the sense of required expectations, set out in policy, but are a statement of intent for what families have a right to expect of us.

Information about our complaints process, including a link to our complaints policy, is available here [I want to give feedback or make a complaint | Cafcass](#).

Practice quality standards: adult complaints	
1	Have I encouraged the complainant to speak with me so that I can understand their complaint, the impact of our work on them and the outcome they're seeking?
2	Did I explain how I would look into their complaint and when they could expect to hear further from me?
3	Did I engage effectively with colleagues to understand the complaint and identify any strengths or learning?
	In the written response
4	Have I demonstrated that I understand what is important to the complainant?
5	Have I demonstrated that I understand their complaint and the impact it has had?
6	Have I tailored my communication style to meet their needs?
7	Have I shared and explained my decision clearly at the start of the response?
8	Is the evidence for that decision explained clearly?
9	Have I clearly explained the next steps, including any learning?
10	Is my written response clear and easy to read?