

Sally Ann Cooke [mailto:request-10261-xxxxxxx@xxxxxxxxxxxxxxxx.xxx]



Cafcass
6th Floor Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

Tel: 0844 353 3317
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Your ref: CAF211
Our ref: JJ/CAF211
Date: 8th April 2009

Dear Ms Cooke

Re: Freedom of Information Request

Thank you for your recent request, which was received on Wednesday 8th April 2009:

- 1. Total number of complaints made to CAFCASS (whether accepted or not by CAFCASS into their complaints system).*
- 2. Total number of complaints accepted and registered by CAFCASS.*
- 3. Total number of complaints received but not registered by CAFCASS.*
- 4. I would like to know how many complaints are "refused" to be registered by CAFCASS.*

This letter serves to acknowledge that Cafcass received your request on Wednesday 8th April 2009 and I will be dealing with it the terms of the Freedom of Information Act 2000.

Your reference number is CAF 211.

Under the Act, Cafcass is required to notify you as to the final decision made regarding your request 20 working days from receipt of your request. You will receive a response on or before 6th May 2009.

Yours sincerely,

Miss Jasvinder Jassal
Corporate Governance Officer
xxxxxxxxx.xxxxxx@xxxxxxxx.xxx.xx



Baroness Valerie Howarth Chair
Anthony Douglas CBE Chief Executive