

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



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

**Your ref: CAF211**  
**Our ref: JJ/CAF211**  
**Date: 6<sup>th</sup> May 2009**

Tel: 0844 353 3317  
Fax: 0844 353 3398

Dear Ms Cooke

**Re: Freedom of Information Request**

Thank you for your recent request, which was received on Wednesday 8<sup>th</sup> April 2009. Please see below:

1. Total number of complaints made to CAFCASS (whether accepted or not by CAFCASS into their complaints system). *For 2007/08, 709.*
2. Total number of complaints accepted and registered by CAFCASS. *388.*
3. Total number of complaints received but not registered by CAFCASS. *321.*
4. I would like to know how many complaints are "refused" to be registered by CAFCASS. *As above - Question 3.*

*This data can also be found in the Cafcass Annual report and Accounts 2007/08 at [www.cafcass.gov.uk](http://www.cafcass.gov.uk) Similar data will be provided in the 2008/09 annual report which will be published later this summer.*

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](http://www.informationcommissioner.gov.uk))

**Post**  
Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow, Cheshire  
SK9 5AF

**Fax**  
01625 524 510

Yours sincerely,

Miss Jasvinder Jassal  
**Corporate Governance Officer**  
[xxxxxxxxx.xxxxxx@xxxxxxxx.xxx.xx](mailto:xxxxxxxxx.xxxxxx@xxxxxxxx.xxx.xx)



Baroness Valerie Howarth Chair  
Anthony Douglas CBE Chief Executive