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Sally Ann Cooke
request-11203-df401cd9@whatdotheyknow.com

Dear Ms Cooke,

Thank you for your recent message via the Ofsted website outlining your concerns about Cafcass. I am sorry to hear that you are unhappy with the way Cafcass has dealt with your complaint, but as I said in my correspondence with you in October last year, Ofsted cannot comment on any individual complaint made to Cafcass.

You raise a more general concern about Ofsted's inspection of complaints of Cafcass and request some information under the Freedom of Information Act.

On your first point, I am happy to advise you that all inspections of Cafcass service areas involve inspectors looking closely at how effectively Cafcass deals with complaints. Ofsted inspection reports, which are available at www.ofsted.gov.uk, provide findings and judgements about this.

You requested information about:

- The total number of complaints made to Cafcass (whether accepted or not by Cafcass into their complaints system).
- The total number of complaints accepted and registered by Cafcass.
- The total number of complaints received but not registered by Cafcass.

Cafcass provides information about complaints to Ofsted as part of the planning for inspection. As at December 2008 (the most recent information Ofsted has) nationally Cafcass had in the year so far (April – December 2008):

- 5 current and 22 completed complaints from children - all of which were dealt with at the 'problem solving' stage
- 187 current and 729 completed complaints from adults, of which 2 were dealt with at the 'investigation' stage

Your request was for complaints that were 'registered' by Cafcass. The Cafcass policy does not refer to complaints being registered, but does state that "Cafcass will record complaints it receives, and a complaints file will be opened in each new complaint as a matter of course".

If you require any further detailed information about Cafcass complaints you may want to consider a request to Cafcass under the Freedom of Information Act, but this is for you decide.



INVESTOR IN PEOPLE

Can I take this opportunity to again thank you for bringing your concerns about how Cafcass deals with complaints to my attention, and assure you that inspectors will continue to carefully scrutinise complaints records in future inspections.

Yours sincerely,

A handwritten signature in black ink that reads "Anne Orton". The signature is written in a cursive style.

**Anne Orton HMI
Divisional Manager
Quality and Safeguarding**