

Ref: VTR 1245

E FOI.FOCALPOINT@CSA.GSI.GOV.UK
W www.childmaintenance.orgMr Gareth Davies
request-13775-3826aeac@whatdotheyknow.com

Date: 13 July 2009

Dear Mr Davies,

Thank you for your e-mail dated 27 June 2009 in which you made a request for information. Your request is being considered under the terms of the Freedom of Information Act 2000.

Request

For each of the financial years covering the period 2005-2009 I would like to know the total number of each of the following;

1. Complaints against the Child Support Agency leading to a finding of maladministration by the agency.
2. Complaints against the Child Support Agency leading to a finding that the CSA had unlawfully gathered information.
3. Complaints against the CSA leading to the CSA changing its records to remove unlawfully gathered or unlawfully stored information.
4. Complaints against the CSA leading to a finding that the CSA had either misstated the law or misdirected itself in law.
5. Complaints against the CSA leading to the CSA making a payment of compensation to the complainant.

Your request was received on 29 June 2009. You can expect a reply therefore by 27 July 2009, unless I need to contact you to clarify your request, or the balance of the public interest test needs to be considered. If you have any queries about this matter please feel free to contact the Freedom of Information Act Focal Point by letter or e-mail using the contact details above.

Child Maintenance and Enforcement Commission
Freedom of Information Act Focal Point