

Mr Gareth Davies  
request-13775-3826aeac@whatdotheyknow.com

Date: 27 July 2009

Ref: VTR 1245

Dear Mr Davies,

Thank you for your Freedom of Information request dated 27 June 2009. Your request has been considered under the terms of the Freedom of Information Act 2000 (FOIA). Please find below a copy of your request together with a corresponding response.

### **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.

### **Response**

The Child Maintenance and Enforcement Commission took over responsibility for the Child Support Agency on 1 November 2008.

**1 – 4.** The information you requested is not available as management information on complaints does not provide a breakdown of the outcome of the complaint.

**5.** The Child Support Agency operates a discretionary, non-statutory scheme providing financial redress for maladministration and recompense where error or delays have had an adverse effect on clients' lives. However, it is not necessary for a client to make a complaint in order for the Agency to award redress. The Agency might identify and pay redress for an error that the client is unaware of. The information we hold relates to all redress payments,

whether or not they have arisen as a result of a complaint. The Agency does not hold separate information on the number or amounts of redress awards resulting from complaints.

Information on the total amount paid in financial redress under this scheme is published each year in our Annual Report and Accounts, copies of which are held online.

The Child Support Agency Annual Report and Accounts is available at:

2004/05 <http://www.csa.gov.uk/en/PDF/reports/arep0405.pdf>

2005/06 <http://www.csa.gov.uk/en/PDF/reports/arep0506.pdf>

2006/07 [http://www.csa.gov.uk/en/PDF/reports/annual\\_report\\_v21.pdf](http://www.csa.gov.uk/en/PDF/reports/annual_report_v21.pdf)

2007/08 [http://www.csa.gov.uk/en/PDF/reports/annual\\_report\\_08.pdf](http://www.csa.gov.uk/en/PDF/reports/annual_report_08.pdf)

The Child Maintenance and Enforcement Commission's Annual Report and Accounts 2008/09 is available on the Commission's website and can be accessed at:

[http://www.childmaintenance.org/pdf/CMEC\\_Annual\\_Report\\_2009.pdf](http://www.childmaintenance.org/pdf/CMEC_Annual_Report_2009.pdf)

Copies of these publications are available to purchase from TSO (The Stationery Office) bookshops or online at: [www.tsoshop.co.uk](http://www.tsoshop.co.uk).

I hope you find the information you have been provided with helpful and I am sorry on this occasion I have been unable to provide you with the full information you requested. If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely

## **Child Maintenance and Enforcement Commission Freedom of Information Act Focal Point**

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### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [foi.focalpoint@childmaintenance.gsi.gov.uk](mailto:foi.focalpoint@childmaintenance.gsi.gov.uk) or by writing to Child Maintenance and Enforcement Commission, Freedom of Information Act Focal Point, PO Box 61791, London, SW1P 9NT. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)