

Rob McEvoy
[mailto:request-23427-cd142f93@whatdotheyknow.com]



Your ref: CAF284
Our ref: JJ/CAF284
Date: 8th December 2009

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

Dear Mr McEvoy

Tel: 0844 353 3317
Fax: 0844 353 3398

Re: Freedom of Information Request

Thank you for your recent email requesting the information below.

- 1. All details pertaining to the job description, remit and day to day working practices of the Cafcass National Complaints Manager (David Moyes [Moy])*
- 2. Using all the data held centrally by Cafcass please confirm the number of satisfactory resolved official complaints recorded by Cafcass.*

Please see below:

- 1. All details pertaining to the job description, remit and day to day working practices of the Cafcass National Complaints Manager (David Moyes [Moy])*

The job description for the post of Head of Customer Service and Quality is attached. This includes the remit for the work of the post holder.

- 2. Using all the data held centrally by Cafcass please confirm the number of satisfactory resolved official complaints recorded by Cafcass.*

This information can be found in the Cafcass Board report that was considered at its September 2009 Board meeting

http://www.cafcass.gov.uk/publications/board_reports_and_minutes/board_reports_2009.aspx

X

From the 2008/09 Annual report:

http://www.cafcass.gov.uk/publications/reports_and_strategies.aspx

A total of 40% of the Complaints were either upheld in full or contained more than one issue, in which some were upheld and some were not upheld.

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)



Baroness Valerie Howarth Chair
Anthony Douglas CBE Chief Executive

Post

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

Fax

01625 524 510

Yours sincerely,

Miss Jasvinder Jassal

Information Assurance & Data Handling Officer

jasvinder.jassal@cafscass.gov.uk



Baroness Valerie Howarth Chair
Anthony Douglas CBE Chief Executive

Cafcass, The Children and Family Court Advisory and Support Service, is a non-departmental public body of the Department for Children, Schools and Families (DCSF)