



Mr Steve Bayliss

Sent via email to :
request-24781-1fbfb55b@whatdotheyknow.com

Your ref: CAF291
Our ref: JJ/CAF291
Date: 23 December 2009

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Dear Mr Bayliss

Re: Freedom of Information Request

Thank you for your recent request received on 16 December 2009 requesting the following:

On the 15th December 2009, in the House of Commons, Dai Davies Independent MP for Blaenau Gwent asked the Secretary of State for Children, Schools and Families Dawn Primarolo "What procedures the Children and Family Court Advisory and Support Service has in place for handling complaints received regarding the accuracy of its reports", Dawn Primarolo replied "CAFCASS has a formal complaints procedure, which includes complaints about the accuracy of reports. A copy of this procedure has been placed in the House Libraries."

- 1 Please can you forward the complaints procedure on this thread or provide a working link in relation to Dawn's reply and*
- 2 Please can you also provide me with the next review date of the complaint procedure as i believe its up for review this month.*

This letter serves to acknowledge that your request was received on 16 December 2009 and I will be dealing with it under the terms of the Freedom of Information Act 2000.

Your reference number is 291.

Under the Act, Cafcass is required to notify you as to the final decision made regarding your request 20 working days from receipt of your request. You will receive a response on or before Friday 16th January 2010.

If you have any queries, please do contact me.

Yours sincerely,

Miss Jasvinder Jassal
Information Assurance & Data Handling Officer
jasvinder.jassal@cafcass.gov.uk

