

Mr Steve Bayliss



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

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

Tel: 0844 353 3317  
Fax 0844 353 3398

**Your ref: CAF291**  
**Our ref: JJ/CAF291**  
**Date:** 20<sup>th</sup> January 2010

Dear Mr Bayliss

**Re: Freedom of Information Request**

My apologies for the slight delay in responding. 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.*

Please see below:

- 1 Please can you forward the complaints procedure on this thread or provide a working link in relation to Dawn's reply and*

*The complaints procedure can be found on the Cafcass website:  
<http://www.cafcass.gov.uk/publications/policies.aspx>*

- 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.*

*Cafcass is currently reviewing the Complaints procedure.*

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](http://www.informationcommissioner.gov.uk))



**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@cafcass.gov.uk](mailto:jasvinder.jassal@cafcass.gov.uk)

