



Child Maintenance  
and Enforcement  
Commission

Office of the Commissioner  
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W www.childmaintenance.org

Ref: VTR 354

Date: 25 March 2009

Stuart Maskery [request-8440-0746058c@whatdotheyknow.com]

Dear Mr Maskery,

Thank you for your e-mails dated 18 and 25 February 2009 in which you made a request for the Child Support Agency's information. Your requests have been considered under the terms of the Freedom of Information Act 2000. Please find below a copy of your requests together with a corresponding response.

### **Request**

Under the freedom of information act and the general principles of the right to know can you please supply me with the following information.

Q1. The main switchboard phone number for Durham House, Newcastle.

Q2. The direct line number for the Complaint Review Team based at Durham House, Newcastle.

### **Response**

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

The Child Support Agency can be contacted on the national help line on 0845 7133133 from 8am to 8pm Monday to Friday and from 9am to 5pm on Saturdays.

The Child Support Agency does not publish a generic direct line number for the Complaint Review Team based at Durham House, Newcastle. Private telephone number of individuals are exempt under Section 40 of the Freedom of Information Act.

If you have a complaint you can send this by email on the online complaints form in the "Your case" section of the Child Support Agency website at [www.csa.gov.uk](http://www.csa.gov.uk). You may find leaflet CSL308 'How do I complain about the service I get from the Child Support Agency' helpful to read. This leaflet is available on the Child Support Agency website.

If you are not satisfied with the handling of your request please tell us why, to the e-mail address above, within two calendar months of the date of this letter. The Child Maintenance and Enforcement Commission will then arrange for someone to conduct an internal review of your request and its handling/decision. The review will be conducted by a senior officer. This person will have taken no part in the original decision. You will be advised of their decision in writing.

If you are not content with the outcome of the internal review you have the right to apply directly to the Information Commissioner to look into the way your request has been handled. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted the Child Maintenance and Enforcement Commission's own complaints procedure.

The Information Commissioner can be contacted at:

FOI Complaints Resolution  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Fax: 01625 524510  
email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Yours sincerely

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