



Samantha Kerr  
[request-536436-7321c440@whatdotheyknow.com](mailto:request-536436-7321c440@whatdotheyknow.com)

Cafcass National Office  
3rd Floor  
21 Bloomsbury Street  
London  
WC1B 3HF

**Your ref: CAF 18-142**

**Our ref: Gov/CAF 18-142**

Tel 0300 456 4000

17 December 2018

Dear Ms Kerr

**Re: Freedom of Information Request**

Thank you for your email of 02 December 2018. You made the following requests for information:

Under FOIA, please provide me the following information contained in your records:

1) How many cases of disability discrimination complaints in line with the Equalities Act 2010 by

- a) Cafcass Managers
- b) Cafcass Service team

Have been upheld by Cafcass since 1st January 2010.

Please break this information down month on month thereafter year on year until present date.

Cafcass does not hold this information. Complaint outcomes (whether upheld, 'partially upheld' or 'not upheld') are not recorded due to the change in our complaints procedure in February 2012: the number of stages was reduced from three to one and the classification of complaints as 'upheld'/'partially upheld'/'not upheld' was ended. The focus of the complaints system is now on putting things right for service users while their case is ongoing so that any necessary remedial action can be taken.

Edward Timpson CBE Chair  
Anthony Douglas CBE Chief Executive





Furthermore, the complaint categories recorded centrally on our system are broad and do not therefore directly answer this specific question. The categories which are held are:

Complaint category
1. Friendly, professional and respectful service
2. Fairness of service
3. Accessibility of service
4. Working in children's best interests
5. Provision of clear information
6. Use of plain English
7. Translation of information
8. Listening to feedback
9. Clear complaints process
10. Solving problems quickly

2) How many cases of disability discrimination complaints in line with the Equalities Act 2010 by

- a) Cafcass Managers
- b) Cafcass Service team

Have been NOT been upheld by Cafcass since 1st January 2010.

Please break this information down month on month thereafter year on year until present date.

Please supply this information in electronic format.

Please see the answer to question one.

We hope that you feel your question has been answered effectively. 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

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Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice  
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final decision made at that review about the information released, you are free to contact the Information Commissioner's Office (<https://ico.org.uk/>):

**Post**

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

**Fax**

01625 524 510

**Tel**

0303 123 1113

**E-mail**

[casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team

Cafcass

[Governance@cafcass.gov.uk](mailto:Governance@cafcass.gov.uk)

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Anthony Douglas CBE Chief Executive



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