



Samantha Kerr
request-536436-7321c440@whatdotheyknow.com

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

Cafcass National Office
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London
WC1B 3HF

Tel 0300 456 4000

07 January 2019

Dear Ms Kerr,

Re: Freedom of Information Request - Internal Review

Thank you for your email of 18 December 2018. You requested an internal review of the response to your Freedom of Information request which was sent to you on 17 December 2018. An internal review involves a review of the decision on disclosure in the original response and the way in which the request was handled. The internal reviewer can either uphold or overturn the original decision.

In your request for an internal review of your FOI response (CAF18-142) you requested:

I am writing to request an internal review of Children and Family Court Advisory Support Service's handling of my FOI request 'Disability Discrimination Complaints'

I am dissatisfied with your response and do believe that you hold at least some of the information requested.

Melanie Carew, Head of Legal who was not party to the original decision on whether to release the information, has now conducted the internal review. Please see her response below.

In your Freedom of Information request (CAF19-142), you requested statistics in regards to the number of disability discrimination complaints in line with the Equalities Act 2010 by Cafcass Managers or the Cafcass Customer Services team which have been upheld and have not been upheld by Cafcass since 1st January 2010.

In our response, it was explained that Cafcass cannot provide this information as Cafcass does not 'uphold' complaints. This is due to the change in our complaints procedure in February 2012 in which the classification of complaints as 'upheld'/'partially upheld'/'not

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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. Whilst this change occurred in 2012, Cafcass does not have complaints records on electronic case management system (ECMS) which date prior to this, so we are unable to search our electronic records for 2010 and 2011.

It was also explained in our response that Cafcass complaint categories recorded centrally on our system are broad and do not therefore directly answer the specific question as we do not have a category specifically for complaints about disability discrimination. The categories which are held by Cafcass were outlined in the response to your request.

Therefore, the original response to your Freedom of Information request is upheld.

We hope that you feel your question has been answered effectively. 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 (<https://ico.org.uk/>):

Post

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Wycliffe House, Water Lane,
Wilmslow,
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SK9 5AF

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Yours sincerely,

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