



H. Grants
request-436524-272c19fd@whatdotheyknow.com

Your ref: CAF 17-146
Our ref: Gov/CAF 17-146

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

Tel 0300 456 4000

25 October 2017

Dear H. Grants

Re: Freedom of Information Request

Thank you for your email of 5 October. You made the following requests for information:

Would you please inform me of the number of occasions that a Judge sitting in Public or Private Law Family Proceedings made a complaint to Cafcass for the years 2014, 2015, 2016, and 2017?

Please see below for our response.

As stated in our [Complaints and Compliments Procedure](#) current service users, including children, can use the complaints procedure. The term 'service user' describes children who are the subject of family proceedings, whether or not they are party to those proceedings. It also includes adults who are parties in family court proceedings.

If someone else, such as a service user's relative or friend, or another professional, raises a complaint, the Customer Service Team will provide a written response to the issues raised, within 15 working days if possible. This will not be within the terms of the complaints procedure.

We have no records of judges sitting in Public or Private Law Family Proceedings making complaints to Cafcass for the years 2014, 2015, 2016, and 2017.

Information in regards to judges making referrals to Cafcass in regards to concerns about malpractice of an FCA have already been provided to you in response to your FOI request, CAF17-145.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





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 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

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive



Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice
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