



Jimmy
request-252511-9fc1cde3@whatdotheyknow.com

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

Your ref: CAF 15-15
Our ref: Gov/CAF 15-15

Tel 0300 456 4000

9th February 2015

Dear Sir

Re: Freedom of Information Request

Thank you for your email where you made the following requests for information:

What are the stages of your complaints procedures regarding the conduct of Cafcass employees? As in, a complaint being registered, 15 working days to respond - Then what?

This letter serves to acknowledge that your request was received on 6th February 2015 and will be dealt with under the terms of the Freedom of Information Act 2000.

Your reference number is **CAF 15-15**.

Under the Act, Cafcass is required to notify you as to the final decision made regarding your request 20 working days from receipt of your request. You will receive a response on or before 5th March 2015.

Yours sincerely,

Governance Team
Cafcass
Governance@cafcass.gsi.gov.uk

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive

