

# Compliments, complaints and feedback

What was good,  
not so good or  
could have been  
better?



**How to tell us if things have gone well**

If you have been happy with the service you have received from Cafcass, please let us know. We always welcome positive comments and there are lots of ways to pass on your compliments. You can either tell your Cafcass worker or their manager, or on the contact details below.

**What happens next**

If you have told us about a concern or something that you feel we have done wrong, we will contact you and offer for you to meet with a manager, so you can discuss your concerns or complaint with them directly. The manager will listen and be respectful and can meet you at a time and place that is convenient for you. You can bring someone along to the meeting to support you, but they can't be an adult that's involved in your case.

**How to tell us if you have a concern or wish to make a complaint**

Although we try very hard to make sure that we always provide a good service to all children and young people, we know that sometimes people feel unhappy about the work we have done. If you are worried, unhappy or want to make a complaint, then you can get in touch using the contact details below.



**Feedback**  
Cafcass National Business Centre  
Milburn Hill Road  
Warwick Science Park  
Coventry  
CV4 7JJ

[customerfeedback@cafcass.gsi.gov.uk](mailto:customerfeedback@cafcass.gsi.gov.uk)

0300 456 4000

[www.cafcass.gov.uk](http://www.cafcass.gov.uk)

**And in the mean time...** If you need any more information then you can visit [www.cafcass.gov.uk](http://www.cafcass.gov.uk) and click on the section for children or teenagers. You can find a link to the complaints procedure as well as other important information.

Child or young person raises a complaint either in person or via,

Feedback

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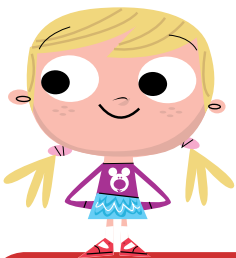
customerfeedback@cafcass.gsi.gov.uk

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Day 1 –  
Cafcass  
confirm they  
have received  
the complaint

What happens  
when you make  
a complaint?



A response will be  
provided within 20  
working days.

Complaint  
passed to  
Customer  
Service Team.



Customer Service  
Team passes the  
complaint and  
details to the Service  
Manager of the local  
area of the child or  
young person.

The Service Manager  
will then offer to meet  
the child or young  
person to discuss the  
complaint in more detail  
and talk about how the  
issue will be dealt with.