

How to complain to us:

You can telephone us on 0808 175 3333 (between 9am – 5pm (Monday to Thursday), and 9am – 4:30pm (Fridays).

You can email us at [customerfeedback@cafccass.gov.uk](mailto:customerfeedback@cafccass.gov.uk)

You can fill in one of the feedback forms on our website and submit it online, or email it back to us at [customerfeedback@cafccass.gov.uk](mailto:customerfeedback@cafccass.gov.uk)

You can write to us or print out our feedback form and send it to: Cafccass PO Box 5076, Slough, SL1 0RX.

You can speak to your Family Court Adviser and give them the feedback you wish to share with us directly.



We receive your complaint about something that made you feel concerned or unhappy with Cafccass.

In your letter you will be given the opportunity to give us feedback on your experience of raising a complaint, to help us respond to future complaints.

What happens when you make a complaint?



We will reply to you within **one working day** to acknowledge your concern.



If there are things that we can change or do better as a result of your complaint, we will speak to other people in Cafccass about the examples you have provided in your complaint (but we won't identify you when we do that).

A Cafccass Manager will look into your concern.



The Cafccass Manager will write a letter explaining what you talked about, what they have done, and what will happen next. We will do this as quickly as possible and within ten working days or by a date agreed with you.

The Cafccass Manager will explain how they will work with you and what the next steps are.

They will speak to you either in person, by phone, or by video, so that you can talk in more detail about how we can best sort things out for you.



\*'Working days' are the days that Cafccass is open. This is usually Monday to Friday, apart from when there is a bank holiday, or at Christmas.