



Cafcass Feedback

We want to be sure that we have given you the best service we can. By answering the questions below you will help us know how what we have done well, and where we can improve. Thank you for your time.

Your name:

Your child's name(s):

.....

Case name (if different to child's name):.....

Cafcass officer's name:.....

Date you are completing this form:.....

Parent's/Parties questions

Please circle your response below.

1. I understood why Cafcass was involved in my case.

Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
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2. The Cafcass practitioner explained clearly what they decided to recommend to the court.

Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
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3. Cafcass helped me.

Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
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4. Cafcass treated me fairly.

Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
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5. Cafcass understood my needs.

Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
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6. Cafcass staff treated me sensitively and with respect.

Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
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7. Is there anything else you would like to say?

Thank you for taking the time to complete and return this form. Cafcass aims to provide a high quality service and your feedback will help us to improve the work we do with other children and families.

Please return this form to your local office, or send it to:

Feedback Form, Customer Service Team
Cafcass NBC
Millburn Hill Road
Warwick Science Park
Coventry
CV4 7JJ

customerfeedback@cafcass.gsi.gov.uk

Please note: This form is not intended to be used as a means of making a formal complaint or a compliment. There is a separate procedure which you can obtain by contacting the address above.