

Dear

Request for Information - ATISN 27246

Thank you for your correspondence received on 23rd July, which has been processed as a request for recorded information under the Freedom of Information Act (FoIA).

You asked for:

Accuracy Of Reports

1. For each of the last five financial years, the number of complaints received by Cafcass Cymru that concerned the factual accuracy of a court report, or of the record of what a party said during an interview conducted for such a report.
2. For each of those years, how many of those complaints were upheld, partly upheld, and not upheld.
3. For each of those years, in how many upheld or partly upheld cases an amended, corrected or addendum report was produced, and in how many the original report stood.
4. Any guidance, policy or internal procedure setting out how a Cafcass Cymru practitioner should respond when a party states that a report inaccurately records what they said, or contains a factual error.

Records Of Interviews

5. Any policy, guidance or practice note in force covering the recording of interviews conducted by Cafcass Cymru practitioners, including whether practitioners may record interviews and whether audio recordings are ever made.
6. Any policy, guidance or practice note in force covering the position where a party wishes to record, or has recorded, their own interview with a Cafcass Cymru practitioner. Please include any current guidance on how practitioners should respond to a request to record.
7. Any guidance setting out how a Cafcass Cymru practitioner's notes of an interview are made and retained, and whether the interviewee is offered any opportunity to check, correct or approve the record of what they said.
8. Any assessment, review, consultation, board paper or internal correspondence from the last five years in which the recording of Cafcass Cymru interviews was considered, including any reasons given for not adopting it. Wales was among the first areas to operate the Private Law Pathfinder model from 2022, so I would be grateful if this covers the period of that pilot.

Complaints Outcomes

9. For each of the last five financial years, the total number of complaints received at each stage of the Cafcass Cymru complaints process, and the number that proceeded to the Public Services Ombudsman for Wales.

Our response

Accuracy Of Reports

- 1-3. We do not hold information matching the description of your request. Concerns relating to the contents or recommendations of any reports prepared for the court fall outside the Cafcass Cymru complaints process and therefore we do not record this information. If a service user wishes to raise a concern about the contents / recommendations of court reports, they must do so in the court arena.
4. We do not hold information matching the description of your request. If a service user wishes to raise a concern about factual inaccuracies in the court report (for example incorrect names, dates, ages etc.), they should contact the report writer. This is stated in the disclaimer on the reports we prepare for court, and in the Cafcass Cymru complaints guidance a copy of which can be found on our website here [Cafcass Cymru: a guide to complaints](#) .

Records Of Interviews

- 5-6. Cafcass Cymru's *Service Users recording meetings with Cafcass Cymru staff* provides guidance to Cafcass Cymru practitioners re: where a party wishes to record, or has recorded, their own interview with a Cafcass Cymru practitioner. This is attached to the covering email with this letter. Cafcass Cymru (and therefore by extension its practitioners) do not routinely audio record interviews.
7. Cafcass Cymru's *Case Planning & Case Recording Practice Guidance / Standards* document includes guidance for Cafcass Cymru practitioners on making and storing notes of an interview. The relevant extract is provided as an attachment at Annex A to the covering email with this letter. We have also published [Writing for Children and Families](#) guidance on our website which you may find useful.
8. We do not hold information matching the description of your request.

Complaints Outcomes

9. The total number of complaints received at each stage of the Cafcass Cymru complaints process for each of the last five financial years:

2025/26 – 116 complaints, of which 7 went to full investigation
2024/25 – 94 complaints, of which 5 went to full investigation
2023/24 – 60 complaints, of which 3 went to full investigation
2022/23 – 66 complaints, of which 3 went to full investigation
2021/22 – 46 complaints, of which 14 went to full investigation

We do not hold information about the number that proceeded to the Public Services Ombudsman for Wales.

If you are dissatisfied with our handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to:

Matthew Pinnell
Deputy Chief Executive
Cafcass Cymru
cafcasscymru@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. Normally, however, you should pursue the matter through our internal procedure before you complain to the Information Commissioner.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.org.uk

Yours sincerely