



National Audit Office

The UK's independent public spending watchdog

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Reference FOI-1521

Date 13 May 2022

COMPLAINTS ABOUT CHILD SUPPORT AGENCY/CHILD MAINTENANCE SERVICE

Thank for your request of 12 April 2022 for the following information:

“Would you please kindly tell us how many complaints you have received from Paying Parents against the Child Support Agency /Child Maintenance Service regarding inaccurate arrears from 2012 – present”

Your request is being handled under the terms of the Freedom of Information Act 2000 (FOIA).

We have searched our records and can confirm that we hold information within the scope of your request. Our records show the National Audit Office (NAO) has recorded and responded to 248 pieces of correspondence from individuals in relation to complaints about the Child Support Agency (CSA) and Child Maintenance Service (CMS) since 2012.

Furthermore, the total figure of 248 may include more than one piece of correspondence from the same complainant who raised more than one complaint. We responded separately to each complaint.

We hope you find this response helpful. Annex A sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under the FOIA.

Yours sincerely

NAO FOI Team

Annex A

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post* to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

<https://ico.org.uk/>

or

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

***Please note: due to the ongoing Coronavirus situation, some restrictions remain regarding staff access to our office premises. Hard copy post sent to our offices may be subject to delay.**