How to review correspondence
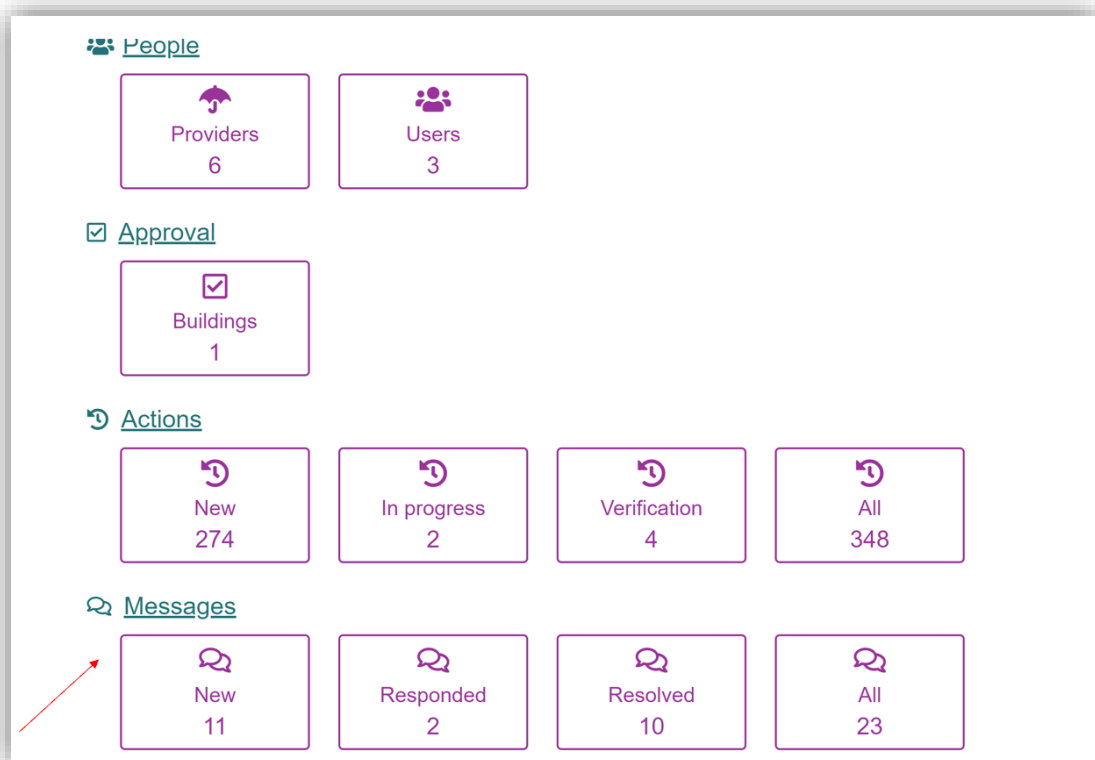
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How to review correspondence

The **Correspondence** component of the app allows you to **Raise, Respond, and Resolve** messages with a provider.

i.   **Raise, Respond, and Resolve** correspondence with a Provider, selecting one of the **Messages** tiles below from **the Dashboard**.

ii.   Once you click on the **New, Responded, Resolved** tile, you will be directed to the main **Correspondence** page, which provides an overview of **All** correspondence. Correspondence (messages) are listed by **Provider** and **Status**, and date (in ascending order).

iii.   Correspondence messages are searchable by **Provider**, **Status**, and the **Text** field.

iv.   Complaints can be filtered by specific **From** and **To** dates.

v.   Select **Clear** to reset your filtered search.

How to raise a new message

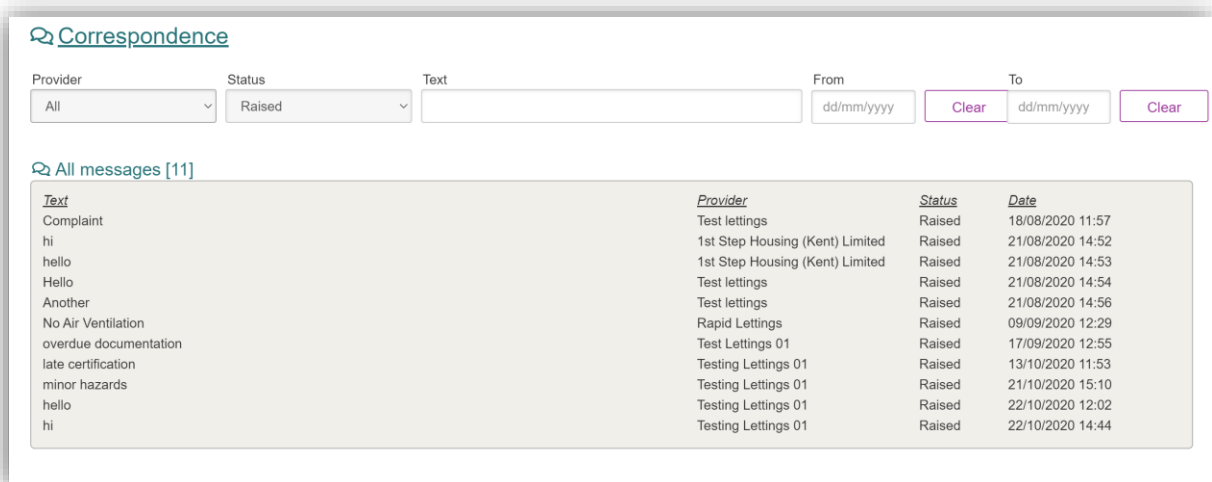Use the **New** tile to send a message to a **Provider** registered on Setting the Standard.

   i. Click on the **New** tile.
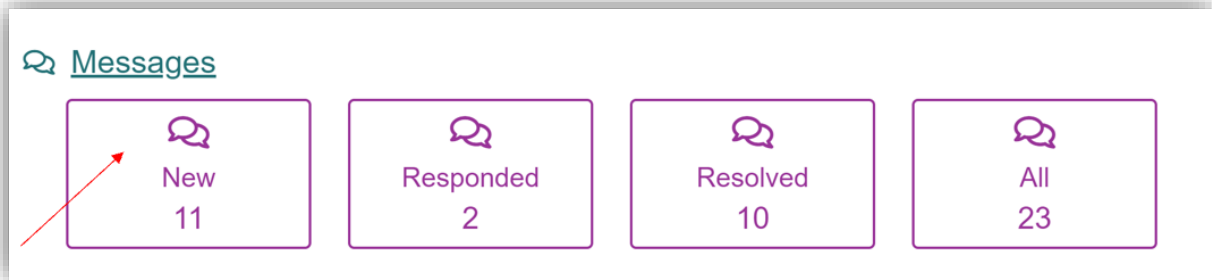
   ii. You will be directed to the **Correspondence** Page. Your messages will be filtered by **Raised** messages.

iii. Select a **Provider** from the drop-down menu, this will then filter and display all messages specific to a provider.

iv. Click on the **New** button, to raise a new correspondence/message.

v. A **New Correspondence** window will display on your screen. Add text to the **Subject**, and **Message** field. You <u>cannot</u> add text to the **Response** field.

vi. Click on the **Create** button, to save your changes. Click on the **Cancel** button to exit and return to the **Complaints** Page. Your Changes will <u>not</u> be saved.

vii. To add case management **Notes** related to existing correspondence, select a specific message from a **Provider**, then click on the **Add** button.

viii. A **New Note** pop up window will display. Click on the **Create** button, to save your changes. Click on the **Cancel** button to exit and return to the **Correspondence** Page. Your Changes will not be saved.
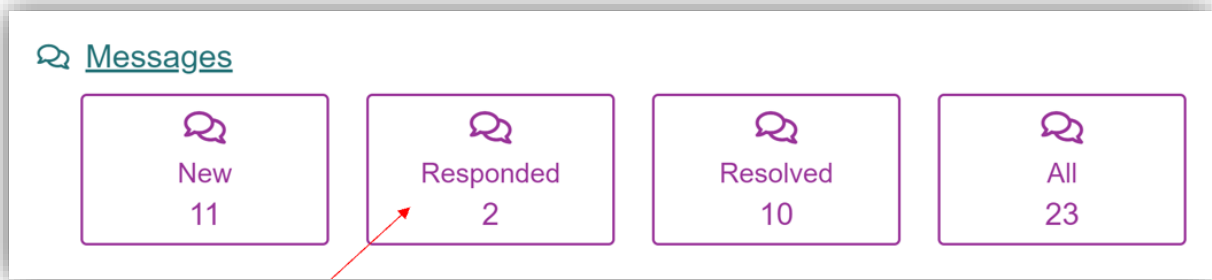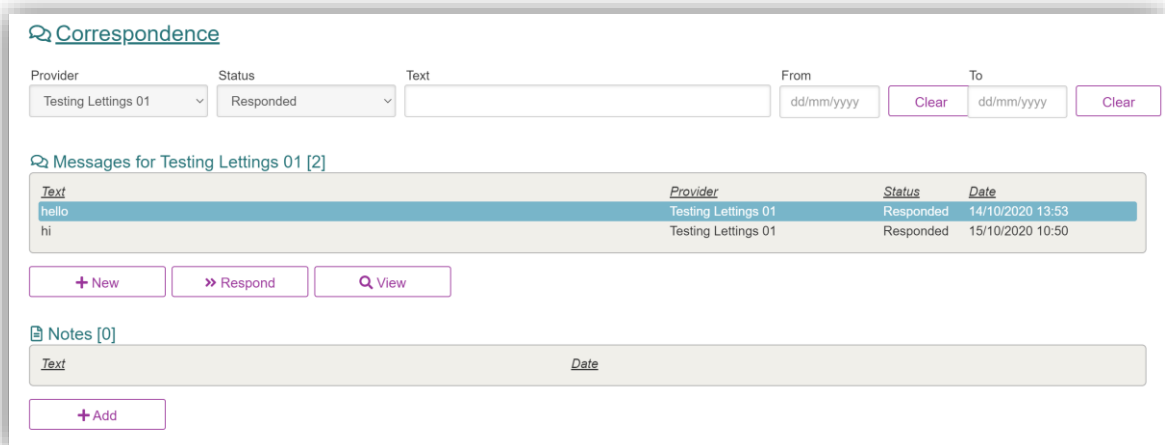
View a response to a message

The **Responded** tile allows you to view the response sent by a provider, related to a complaint you have raised with them.

i.   Click on the **Responded** tile.

ii.   You will be directed to the **Correspondence** Page. Select a message you want to review the response to, and the text will display highlighted

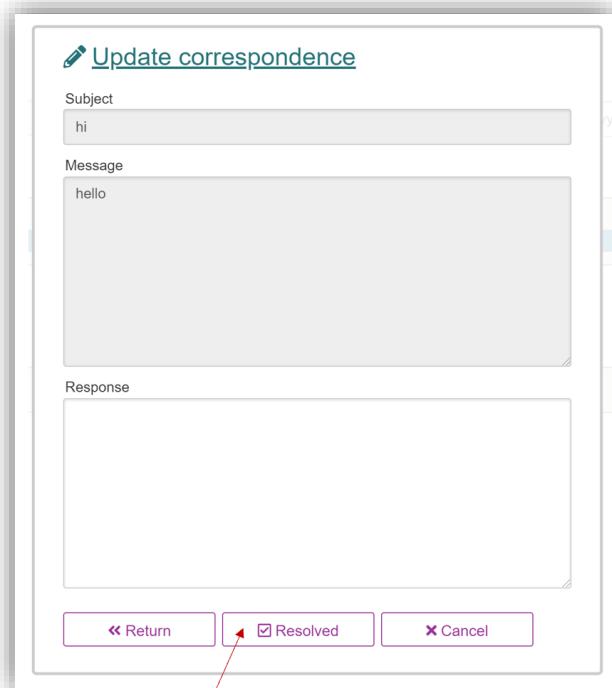iii.   To reply to a message from a provider, click on the **Respond** button.

iv.   An **Updated Correspondence** pop up window will display. You can view a correspondence message from a provider and reply to their message, by adding text to the **Response** field, then selecting the **Return** button**.**
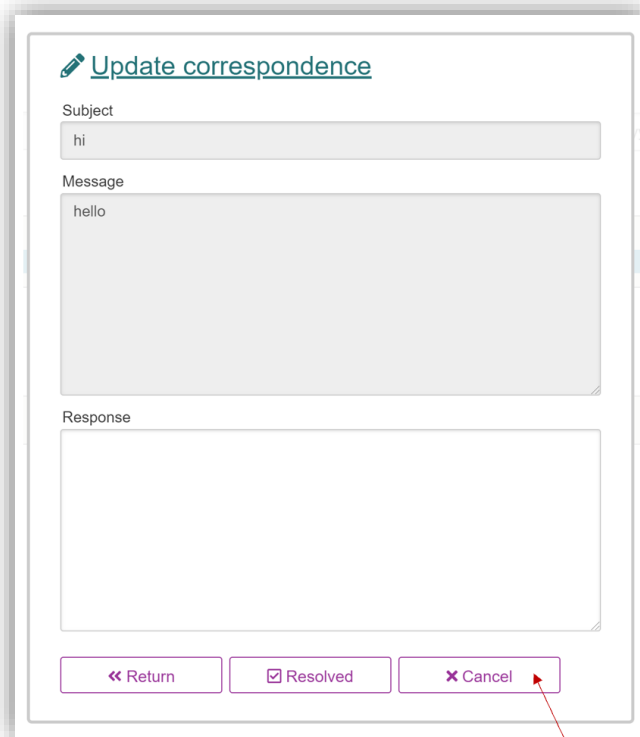
v.   If you do not want to continue any further correspondence with your provider, click on the **Resolved** button.

vi.   Click **Cancel** to exit the window. You will return to the Correspondence page. Your changes will not be saved.

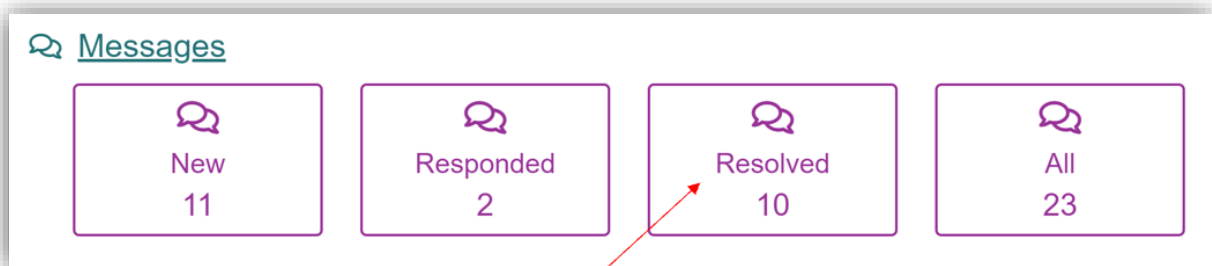vii.   To view the response to a correspondence message, click on the **View** button.

viii.   A **View Complaint** pop up window will display, you cannot make any changes by selecting this option. To return to the **Correspondence** page, select the **Close** button.

View resolved correspondence

    i.   Click on the **Resolved** tile. You will be directed to the **Correspondence** Page.

    ii.   Select any **Closed** correspondence you want to review, and all resolved messages will display.
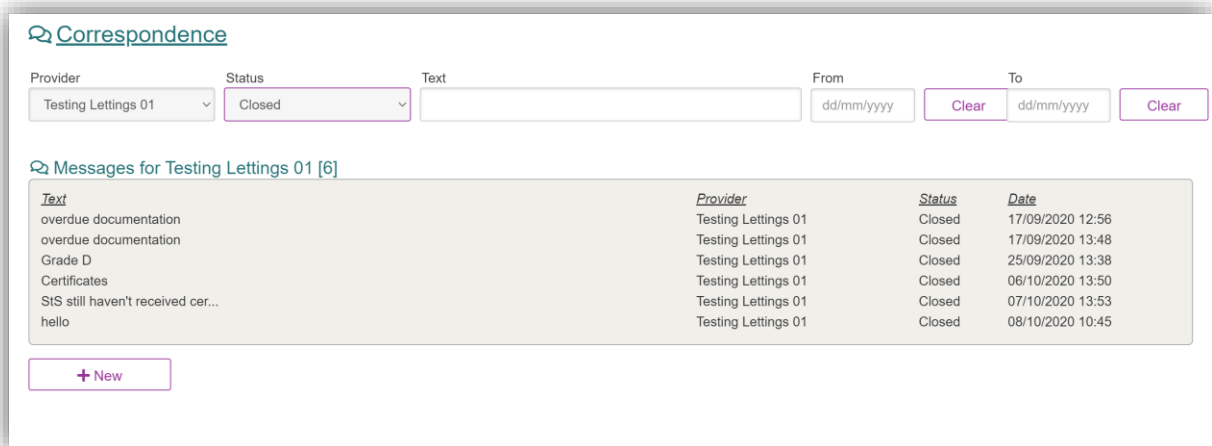
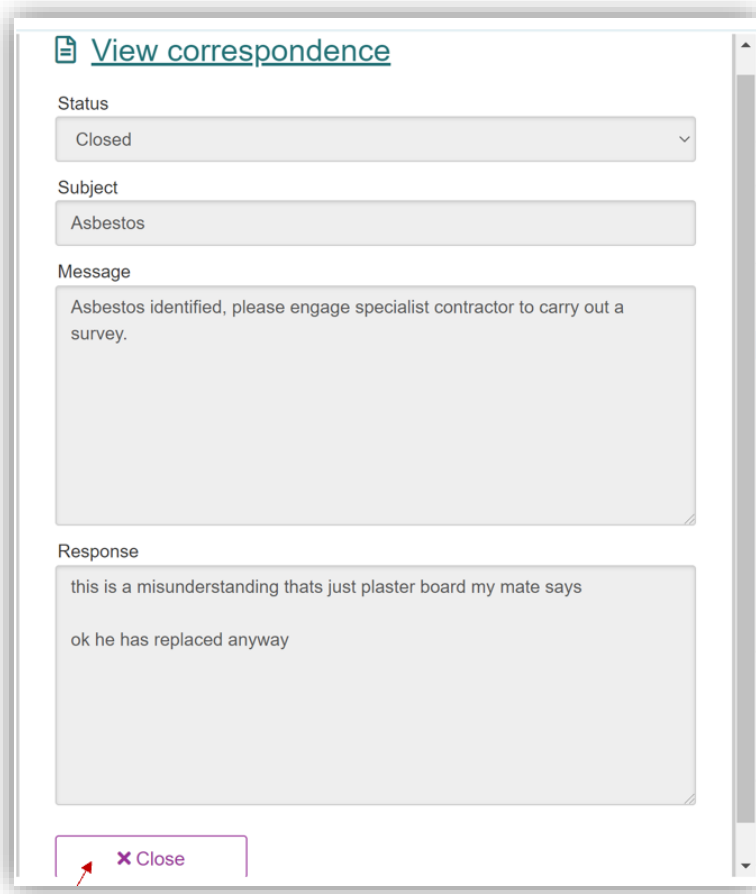iii.   Click the **View** button to view all the details associated with that specific message

iv.   A **View Correspondence** window will display. Here you can view the **Subject**, details of the **Correspondence** and **Resolution**. You cannot amend details, you only have the option to view.

v. Click the **Close** button to return to the Complaints page.

View correspondence

Status

Closed

Subject

Asbestos

Message

Asbestos identified, please engage specialist contractor to carry out a survey.

Response

this is a misunderstanding thats just plaster board my mate says

ok he has replaced anyway

✕ Close