

## Entering a new enquiry

- 1. From the home page of the Enquiries system, select Contact the council
- 2. Select **Enquiry** for the type of feedback

Note: should you wish to enter a Comment, Compliment or Complaint please use this <u>link</u>

Type of feedback *	
© Convient	
© Complement	
() Complaint	
O Enquity	

- 3. Select Next
- 4. Select **Yes** if you are corresponding on someone else's behalf you will then need to confirm that you have their consent
- 5. Enter their details in the required fields and enter their relationship to you
- 6. In **Topic area**, select an appropriate topic area which most closely reflects the type of enquiry you are logging. Choose accurately as this directs your query to the right team and will speed up the processing of your enquiry



- 7. For certain topic areas, you will be asked a further question as to whether you have already logged your query in to the Highways reporting tool (Love Clean Streets)
- 8. Select Next
- 9. In **Correspondence Title**, enter a very clear unique title including the residents name here if applicable. You can include up to 10 words

10. In Nature of the enquiry enter as much information as you can about the enquiry. This information will be used by officers when they are researching and providing a response so try to ensure that they will get a good understanding of what is being asked. You can include up to 500 words here

Details of correspondence	
Correspondence title *	
Mi 6 Samer + Issuel on forspielt on Languight road	
Wied court: 10/10	
@ Frease provide a brief summary of your compoundence which can be used to help	you differentiate it from any other comesaons
Fon wat repa	
Nature of the enquiry "	
The resident two reported that there are car parking issues on the thistpart on Longsight road in	New Yours
Cars are double parking, and receiveds cannot get their cars on to their pure paths.	

## Attachments

11. Add any relevant files – up to a total of 10. For example, emails, documents, photos, images – anything that will help to support a

relevant response to the enquiry. You can either upload files or you can drag and drop files you're your Outlook inbox, or wherever you have them saved

12. Once ready, select Next



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#### Your Details

- 13. Your own name and email address will have been added automatically here, check them / amend if required.
- 14. Enter any special communication requirements for the reply.
- 15. Read and understand the data protection statement.
- 16. When you are ready to enter your enquiry, select Submit

## You can use the Back button at any stage to return to check or add more

information to any previous section before submitting.

You will now receive confirmation on the screen that you have submitted your enquiry and a case reference number.

Confi	rmation		
Thank you Your uniqu	for submitting you reference is CF1	ur enquir) 529.	r, we will contact you shortly.
Mr. Dane	My Group's Work	Person	Cases

You will also receive a confirmation email containing a link to return into the system to track your enquiry.



## Tracking and reviewing your enquiry

You can track your enquiries either by using the link in the confirmation email or by logging back in to the system and selecting My Requests from the tabs at the top.

Lancashire	Staff/Member Portal -				
🏢 My apps	Stroup Admin	D My Requests	Requests I am watching		

The enquiry you have just logged, and any other active enquiries will be

listed.

listed.	Request reference	Request type	Customer reference	Raised Data	Due date	States	Form sumplished
The Status will be set to	CF1529	Customer Feedback	Mr G Baxter - Issues on footpath on Longsight road	Wed, 19 Mar 2025 11:31 am	Thu, 20 Mar 2025 11:39 am	Open	Yes
<b>Open</b> for a new enquiry.	CF 1526	Custoreer Feedback	ALF THOMPSON - Controlled crossing AS82 unsafe	Tue, 18 Mar 2025 17 22 pm	Wed, 19 Mar 2025 17:23 pm	Open	Yes

You can reopen the case to review it using the **Request** reference number link.

The Feedback details tab shows all the information that was added when the enquiry was originally logged.

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Your feedback				
Mr G Barter Tener	es on Rootpath on Longsig	n xoad		
San reference	27.128	Statur	Text	
den scientige	1986, 79 (No. 2012 11:01 @)	Care Divi Toto	The \$1 MW 2002 11:00 per	
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Submission details				
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# **Enquiries system – entering and tracking an enquiry**



**Documents tab** - displays any documents that have been attached to the case. You could upload more documents here but note this may affect the target date for a response, should the additional information affect the case.

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liki hakati da	have	, they in the 2011 in the set		The second

History tab - gives details of all emails that have been sent regarding this case.

**Notes tab** - shows any notes that have been added to the case, either by yourself or by the officer working on the case.

You can Add notes here using the **Add note** button.



Again, by adding a note to your case, this may affect the target date of response.

## Searching

When you open the Home page of the Enquiries system and select My Requests from the tabs at the top, you will see a list of all your requests. If you have quite a lot of enquiries, you can use the search to find a particular one.

You can search either by reference number or by customer reference.

To search by reference number, enter the number that was provided when you first logged the enquiry in to the **Request reference** field. Note: you don't need to add the CF, just the numbers.

To search by Nature of the enquiry enter part or all the text into the **Customer reference** field e.g. Residents name or summary of the enquiry.

Filters are set to Active Cases – you can choose All from the drop down if you want to see closed cases too.

Then press Search.

The results will display on the right.

Use **Reset** to clear all fields and carry out a new search.

Note your enquiries have a Service Level Agreement that you will have received a response by 10 working days. Once your enquiry gets to 8 working days the due date will be highlighted **orange** and once it breaches that 10 working days, it will be highlighted **red**.

## **Receiving a response**

The response to your enquiry will be sent to you via email. You will be able to review this response before forwarding on to your resident, if applicable. Note: You have 20 days to reopen the case should you not be satisfied with the response. The option to reopen a case is on the **Notes tab**.

My requests	
Request History	
Request reference	
Customer reference	
Form completed	
All No OYes	
Filters	
Search Reset	