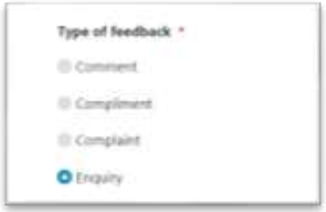
Enquiries system – entering and tracking an enquiry

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



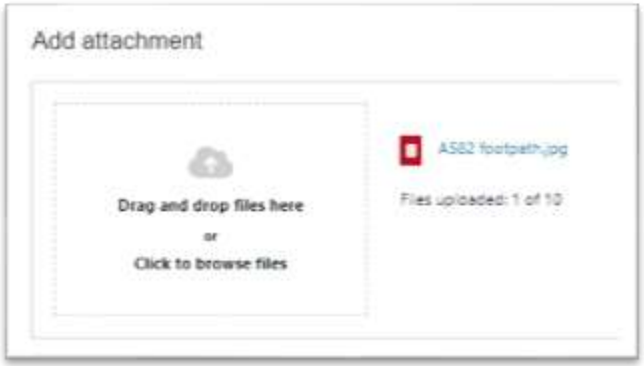
Note: should you wish to enter a Comment, Compliment or Complaint please use this link

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

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**

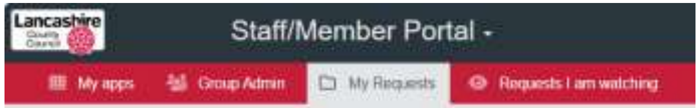
You can use the Back button at any stage to return to check or add more information to any previous section before submitting.

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

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.



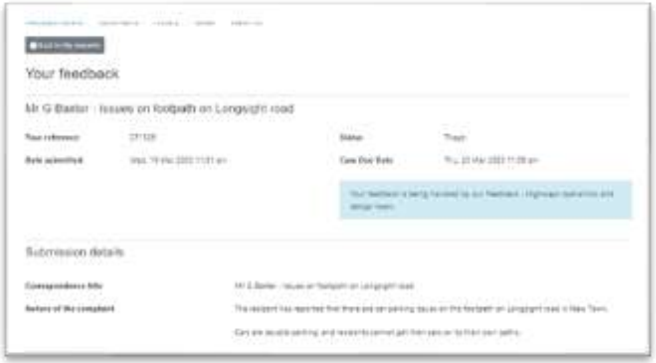
The enquiry you have just logged, and any other active enquiries will be listed.

Request reference	Request type	Customer reference	Raised Date	Due date	Status	Form completed
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
CF1526	Customer Feedback	ALF THOMPSON - Controlled crossing A582 unsafe	Tue, 18 Mar 2025 17:22 pm	Wed, 19 Mar 2025 17:23 pm	Open	Yes

The Status will be set to **Open** for a new enquiry.

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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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.

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.

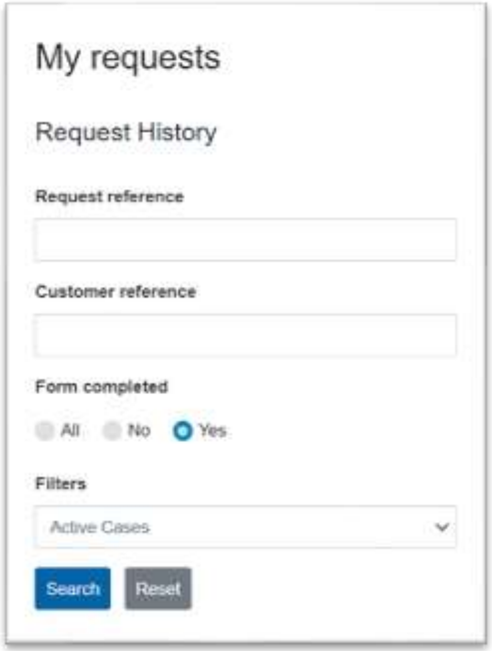
Again, by adding a note to your case, this may affect the target date of response.

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.**