



Communication Log

Log Follow-Up Communication

Link: Communication Log from an Involvement, a Person or for a Service Provider

Note: for v4 Governors Communication Log refer to **RG_OL_Governors_Correspondence_Follow-Up**.

1. Enter search criteria and click the **Search** button to get a summary list.

From Date and To Date default according to parameter set in v3 LA Defaults (initially set to 1 week).

2. If the Communication Log has been opened from an Involvement Form, you can view the Subjects that have been defined for the Involvement by clicking the down arrow next to the **Subject's Log** button.

3. Highlight the required Communication in the summary list and click the **Log Follow-Up** button.

4. To **Log Follow-Up**:
Select **Type** and **Direction** for the Follow-Up communication
e.g. Telephone Outbound.
Click **Continue**



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Communication log details

Save Set ACL Alerts Sql Mail Merge

1. Basic Detail | 2. Communication Summary | 3. Memo | 4. Subjects/From/To | 5. Response Detail | 2. Communication Su

1. Basic Detail

Type: Telephone Direction: Outbound

2. Communication Summary

Log Date: 19/03/2014 Log Time: 10:19

Duration: 00:11

Summary: Re: This letter was

Category: Letter

3. Memo

4. Subjects/From/To

Subjects

Family Name	Given Name	Chosen Family Name	Chosen Given Name	Gender	Date of Birth
Subject defaults to subject of original communication					

From: Anonymous

Name	Role	Establishment
From defaults to recipient of original communication		

To

Name	Role	Establishment
To defaults to initiator of original communication		

5. Response Detail

Response Required: ☒ Response Due:

Referred To:

Response Completed:

6. If required, click the **Add** button to display **Person Enquiry** and select a new **Subject, From** or **To**.
NOTE: for Early Years communications, there is no Subject.

7. If a response is required, select the **Response Required** check box to display a tick. **Referred To** defaults to initiator of this communication

8. Click the **Save** button to save the Follow-Up Communication.



Related Reference Guides:

- Communication_Log_New Communication
- EY_Log New Communication
- OL_Governors_Record Correspondence
- OL_Governors_Correspondence_Follow-Up