



Effective Date - Client Challenge

This procedure is to be used where a client contacts the Child Maintenance Group and advises that their initial effective date is incorrect. Eg, they receive their initial calculation letter on the effective date.

This may have been caused by an error in the automated process for issuing the calculation letters to the client. The caseworker must complete the steps detailed in this procedure before considering any other case action.

The caseworker will ask the client for the Activity ID number from the client (Our Reference on the Letter) and check the correspondence issue date, then the caseworker will check the Print Failure Date List, and confirm if the letter is present.

If it is, the caseworker will look to take corrective action to correct the effective date, where it isn't, the normal complaint route applies.

Client contacts Child Maintenance Group



Before collecting information from the client remember that the client could be going through a difficult time, so it is important that your tone is clear, welcoming, helpful and sensitive. Explain how the statutory service works and encourage them to provide as much accurate information as possible.

1. The client contacts the CMG and states that they believe that the effective date notified is incorrect. This could be because the issuing of the calculation notification to the client (CMSL0039/0084) didn't issue correctly and the client received these letters on or after the effective date.
2. You'll need to ask the client to provide the **Activity ID** number this is printed on their calculation letter under the term '**Our Reference**'.
3. **Query** the correspondence on the system using the **Activity ID** number and confirm the date and time the letter was issued. If either CMSL0039 or CMSL0084 were issued after 6:30pm go to **step 6**. If the letter was issued before 6:30pm go to **step 4**.
4. Check the [Print Failure Dates](#) list on the date the calculation letter was issued and confirm whether the calculation letter date is on the list. If the letter
 - Isn't held on the list, go to **step 5**
 - Is held on the list, go to **step 6**

Letter date isn't held on the list

5. Where the letter issue date isn't present on the list, follow the process for Mandatory Reconsideration. For more information refer to [Mandatory Reconsideration](#).

Letter date is held on the list or issued after 6:30pm

6. Determine whether the case is pre initial or post initial calculation:
 - **Pre Initial Calculation** - Refer to your team leader who holds the workaround and will change it for you
 - **Post Initial Calculation** - Refer to [Initial Effective Date - Revise](#)

[Calculation - Provisional](#)

[Complaint/Dissatisfaction - Log](#)

[Initial Effective Date - Revise](#)