



Wet Signature

The procedure describes the process for assuring and signing off letters when a wet signature is required i.e. when the original client, client representative or MP letter is addressed to the Director General formerly Commissioner or Chief Executive.


The drafted letter is referred to the Team Leader and Segment Manager where appropriate. It is then forwarded to the appropriate area of responsibility for a final check and signing;

- Ministerial Complaints - Area Senior Resolution Manager or Head of Complaints Review.
- MP to Director General - Senior Resolution Manager or Senior Review Manager
- Where specified in the Director General Case List - send to Corporate Affairs for quality assurance

A copy of the signed letter is returned to the originating team and scanned on to the system before it is issued to the client or client representative.

This procedure is to be used for all processes where a wet signature is required. For process specific guidance eg MP contact, please refer to the links within the Related Items tab.

Wet signature is required

1. Access the contingency letters homepage [2012 Scheme Escalated Enquiries](#).
2. Open and complete the appropriate editable clerical letter template eg CMSL5600 for MP response.
3. You need to ensure that;
 - The content of the drafted letter is appropriate as a response to the original enquiry. Refer to the [Style Guide](#) for help with this.
 - The action taken is correct.
 - Grammar and spelling, including the client's name and address, are correct.
4. Within the SR, select **New** on the activity plan task bar to create new activity.
5. Select the blank new activity description field and type **xx - Refer wet signature letter to TL for Approval** where xx is the appropriate activity number prefix.
 The numbering prefix will ensure that the new activity will be placed in the right sequence within the activity plan when viewed on later visits to the SR.
6. Select the **Type** field and select **Submit for approval TL**. Select the **Activity Status** field and select **In Progress**.
7. Update the SR **Status** to **Pending Approval** and the SR **Sub Status** to **Approval TL** then Ctrl + S to save.
8. Email completed draft letter to your team leader.

Team leader performs quality check

Team leader

9. You will receive the approval activity in your in-box, open the e-mail containing the draft letter and carry out a quality check.
10. If the draft letter passes the quality check, select **Approved** within the **Team Leader Approval** activity.
11. Forward the email to the segment manager with a zip file containing the drafted wet signature letter, original complaint letter and any other appropriate documentation for the quality check, CC the caseworker into the email.

Draft fails quality check

12. Record your recommendations into an email and send to the caseworker.
13. Select **Rejected** in the **Team Leader Approval** activity. The system will notify the originating caseworker.

Caseworker

14. Open the work item and change the SR **Status** to **In progress** and the **Sub Status** will automatically update to **In Progress**.
15. Update the status of the activity **xx - Refer wet signature letter to TL for Approval** to **Done**.
16. Select **New** on the activity plan task bar to create a new approval step activity.
17. Select a blank new activity description field and type **xx – Wet signature letter sent to Segment Manager for Approval** where xx is the appropriate activity number prefix..
18. Update the **Type** field to **To Do** and the activity status to **In progress**.

19. Set the **Next Activity Due Date** for two days ahead.

Letter rejected

20. When a rejection of draft letter is received, open the work item and change the **SR Status** to **In progress** and the **Sub Status** will automatically update to **In Progress**.
21. Make the necessary changes to the draft letter in line with the team leader's recommendations.
22. Update the **SR Status** to **Pending Approval** and the **Sub Status** to **Approval TL** then ctrl + S to save the updated data to the SR.
23. Email the revised draft letter to your team leader.

Team leader

24. Repeat Team Leader **steps 9 - 11**.

Caseworker

25. Repeat Caseworker **Steps 14 - 19**.

Segment manager performs quality check

Segment manager

26. Open the team leader's email, and ensure the letter passes the quality check.
27. Forward the email to the Director of Client Services and Government Relations (DCSGR) team and request a final quality check is undertaken. CC the caseworker and team leader into the email.

Caseworker

28. When the segment manager emails you approval of the draft letter, update the status of the activity **xx – Wet Signature letter sent to Segment Manager for Approval** to **Done**.
29. Update reason field to read **Segment Manager Approval received**.
30. Select **New** on the activity plan task bar to create new approval step activity.
31. Select the blank new activity description field and type **xx– Wet Signature letter sent to Director Client Services and Government Relations Team for Approval** where xx is the appropriate activity number prefix.
32. Update the **Type** field to **To Do** and the activity status to **In progress**.
33. Set **Next Activity Due Date** for 5 days ahead, then ctrl + S to save.

Letter rejected

Segment manager

34. When you receive the team leader email, open email and zip files containing the drafted letter and supporting documentation.
35. Carry out a quality check.
36. Inform the team leader and caseworker by email of the draft letter rejection and recommendations of changes required.

Team leader

37. When you receive the rejection email from Segment Manager, inform the caseworker of the rejection of drafted letter and instruct the caseworker to amend the draft as per the segment manager's directed changes.

Caseworker

38. Opens the email and amend the draft letter in line with the segment manager's directed changes.
39. Send an email containing the zip file of the amended Draft letter to the segment manager and CC your team leader.
40. Update **Next Activity Due Date** for two days ahead.

Area Senior Resolution Manager, or Head of Complaints Review, or Senior Resolution Manager, or Senior Review Manager, or Corporate Affairs perform final check

Area SRM, Head of Complaints Review, SRM, Corp Affairs

41. When you receive the email from the segment manager containing the approved draft letter and supporting documentation, carry out final quality check and if the draft letter passes, print the letter onto headed paper.

Letter rejected

Area SRM, Head of Complaints Review, SRM, Corp Affairs

42. If the draft letter fails the final check, send an email to the segment manager, team leader and caseworker with the recommendation of changes to be made to the letter.

Originating caseworker

43. When you receive the email from DCSGR team advising of the rejection of the draft letter, open the work item and SR. Open the email with the draft letter and amend as directed by DCSGR.
44. Send the email containing the zip file of the amended draft letter to the segment manager and CC your team leader into the email.
45. Update **Next Activity Due Date** for two days ahead.

Segment manager

46. When you receive the email from the caseworker with the revised draft letter, repeat steps 26 - 27 or alternatively 34 - 36.

Sign and send the letter to the client/MP

DCSGR team

47. Obtain the signature of the Director of Client Services and Government Relations, CEO or Minister.
48. Scan and attach a copy of the signed letter to an email, send to the caseworker and CC in the segment manager and team leader.
49. Issue the signed letter by first class post to the client/MP.

Originating caseworker

50. When you receive the email from the DCSGR Team containing the scanned wet signature letter, open work item and related SR.
51. Associate inbound activity containing the letter to the case.
52. Update the status for activity **xx- Wet Signature letter sent to Director Client Services and Government Relations Team for Approval to Done**.
53. Return to the originating process.

NI Exceptions

Director Client Services and Government Relations team (DCSGRU) replaced with NI Child Maintenance Service Director's Office

Related Items

[Client Contact Overview](#)

[Complaint - Resolution](#)

[MP Enquiries](#)

[Parliamentary Questions/Ministerial Briefing](#)

[MP style guide](#)

[Private Office \(NI\)](#)

[Private Office](#)