

Family enquiry planner

Prepare for a call or message about a relative's enquiry. Keep this worksheet for your own notes. It is not an official consent form or proof of authority.

- ☐ Start with the service's official contact route.
- ☐ Ask how it records permission before discussing someone's personal case.
- ☐ Send evidence only through the service's stated channel. Never share passwords.

Identify the enquiry

Service or borough _____

Specific task or question _____

Existing reference if needed _____

Questions to ask

Permission or evidence the service asks for

Next action and who will do it

Date contacted _____ **Follow-up date** _____

Keep your notes securely. Do not send this worksheet or identity documents to Letter of Authority. The recipient decides its consent, evidence and signing requirements.