File Room

- It is very important that the Assistants keep watching the file room in case if a wave of files needed to have more room in cabinet for new files. The wave is when we move files back to empty spaces when it is available due to file cases inactive for various reasons and the benefit behind it is to have more space for newly open cases
- Assistants are responsible for filing Inactive files back after they are placed in the Inactive rack in the file room
- Cases in which biometric appointment received and non-urgent letters sent have to be filed directly to the appropriate file cabinet. All other cases need to be file back to the active file rack and a supervisor will file it back to the cabinet
- All active cases that need to go back to the active file room must have the full case notes printed and the file back blue flags. Logged onto the active file log.