eCASE eComplaint

Release Notes

v5.2.0

April 2025

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Notice of Rights

Notice of Liability

Notice of Trademarks

Non-Disclosure Statement

Additional Notice

Product Enhancements

1.1   "Capture ADR Decision" Label Change

ID# 100059

The "Capture ADR Acceptance" workflow step is now called "Capture ADR Decision" for clarity; at this step, you can log acceptance or rejection of ADR. This change applies to both Formal and Informal Complaints.

1.2   FEP-CP: Track Filing Dates for Informal Complaints

ID# 101020, 101022, 101023, 101025, 101027, 101029, 101030, 101031

You can now record a filing date for FEP-CP complaints via the new *Informal Complaint Filing Date* field. Workflow due dates and extensions are calculated from this date.

The field is available when initiating a FEP-CP complaint.

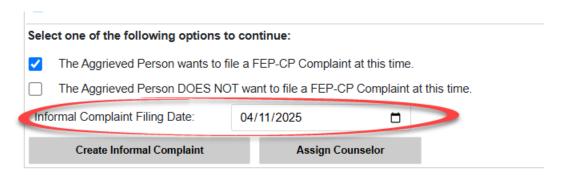The filing date will be reflected on the *Complaint Information* tab once the complaint is created.

After Rights and Responsibilities have been acknowledged, the filing date is locked and cannot be updated.

Data collected in the filing date field is available on the dashboard and tracked via the Event Log. The following reports have also been updated to include filing date information:

- Closed Informal Complaints
- Open Informal Complaints
- Informal Complaints

The *Opened Complaints From* and *Opened Complaints To* parameters for these reports are calculated from the filing date.