

eCASE

eComplaint

Release Notes

v5.2.0

April 2025



OPEXUSTECH.COM

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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.

Next Action: Capture ADR Decision

2024-COMP-00045 Capture ADR Decision

Submit Close

Informal Accept/Reject of ADR

Date ADR Requested by Aggrieved Person:	04/11/2025
Did the Associate Director accept ADR? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Date of ADR Accepted by Associate Director: *	04/11/2025

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.



Select one of the following options to continue:

- ☒ The Aggrieved Person wants to file a FEP-CP Complaint at this time.
- ☐ The Aggrieved Person DOES NOT want to file a FEP-CP Complaint at this time.

Informal Complaint Filing Date: 04/11/2025

Create Informal Complaint

Assign Counselor

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

Complaint Information	Claims and Bases	Documents	Roles	Consolidated Complaint	Contacts	Corrective Actions	Event Log	Fees	Assignments																						
2024-COMP-00045 - Informal Complaint Informal ADR																															
<input type="checkbox"/> Remand <input type="checkbox"/> Conflict of Interest		Next Action: Capture ADR Decision																													
Aggrieved Person: Georgia Goodwin		FEP-CP Contact #: N/A																													
Date Information		Informal Remaining Days: -71																													
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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.

