

VISA PAK ISSUE 415 — 6 SEPTEMBER 2019

COMPLAINTS AND FEEDBACK – SHARED MAILBOX

The Complaints and Feedback System (CFS) has a set list of offices for recording the target office and responding office for each item of correspondence received by the Central Feedback Team (CFT).

Each office has a shared mailbox that is integrated with CFS and is used for communication by the CFT with each office. CFS users should ensure they have access to their office shared mailbox so they can read this correspondence.

Shared mailbox

As noted in the Standard Operating Procedure "[Receive a complaint or suggestion from the Central Feedback Team](#)" complaints and suggestions are allocated to an office through your shared office mailbox for response. Each CFS user should ensure that they have access to the shared mailbox and that their designated 'point person' assigns the complaint or suggestion to a Complaint Assessor and Signing Manager for response.

From time to time the CFT also sends concerns or queries for response to the shared mailbox. These instances are generally when a person has submitted correspondence on a relatively minor matter that can be resolved quickly by the office, for example – an administrative error on the spelling of a name, or an incorrect date of birth.

It is important that there a number of people in your office designated with the task of monitoring the shared mailbox to ensure the correspondence is actioned.

Accessing the mailbox

All new CFS users receive an email from the CFT confirming security settings and advising that you check you have access to your shared mailbox.

Should you need to add a shared office mailbox (e.g. INZ-PoriruaFeedback@mbie.govt.nz) to your profile please follow these steps:

1. On your Outlook home screen click 'File'
2. On the 'Info' tab click 'Account Settings' and 'Account Settings' again
3. Click on your name and the 'Change' option
4. Click on the 'More Setting's button
5. Go to the 'Advanced' tab
6. Click 'Add' and enter the shared mailbox email address
7. Click 'OK' to add the mailbox

To enable the 'Send As' function for this mailbox follow these steps:

1. Open a new message
2. From the 'Options' tab click the 'From' option (the From button should appear above the 'To' field)
3. Click on the 'From' button and select 'Other email address'



NEW ZEALAND
IMMIGRATION

4. Enter the email address of the mailbox you need to send from
5. Click OK