Communications Log/Running Record Template

A communications log – or running record – helps you keep track of all conversations, actions and other activities related to a case.

Use this template to track your activity on a case. Every time you initiate or receive communication, and every time you perform an action related to a case, put it on this log. This will help you track events as they occur, plan for timely follow up, and provide you with a case history, which will help you when you write an adverse decision letter.

COMMUNICATIONS LOG/RUNNING RECORD			
Customer Name			
Case ID			
Telephone(s):		Email:	
Date	Type of Meeting/Action (phone, in-person, other)	Summary (Details of the activity)	Followup Required (date, action)