Social Security Scotland
Tèarainteachd Shòisealta Alba

Automatic and Manual Letter Checklist

Automatic Letters	Completed/Standard Met
• Client's preferences for alternative formats or a different language have been followed.	
• Letter shows name of correct person, whether client, representative or appointee.	
• Letter shows address and postcode of correct person, or correspondence address and postcode where appropriate.	
Format	
• Correct date is entered.	
• Spelling and grammar are correct.	
• Plain English is used.	
• Typeface is Arial and size is 12 points.	
• Equal spacing appears between paragraphs/page formatting.	
Outcome letters	
• Correct letter issued	
• No letter issued	
Manual Letters	**Error**
• Client's preferences for alternative formats or a different language have been followed.	
• Letter shows name of correct person, whether client, representative or appointee.	
• Letter shows address and postcode of correct person, or correspondence address and postcode where appropriate.	
Template	
• Appropriate and up-to-date letter template is used.	

• Social Security letterhead appears.	
• Correct sender name and/or signature appears.	
• Return address is correct.	
Format	
• Correct date is entered.	
• Spelling and grammar are correct.	
• Plain English is used.	
• Typeface is Arial and size is 12 points.	
• Equal spacing appears between paragraphs/page formatting.	
• Adaptable fields are updated.	
• Highlighted parts and guidelines are removed.	
• All comments are removed.	
Outcome letters	
• Decision matches SPM.	
• Payment amount matches SPM.	
Final checks	
• Letter is uploaded to SPM.	

Feedback for case check

Feedback for letter check

Feedback for communication check

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