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|  | **Date and time** | **Call received from…** (Helpline, please-call-me, etc.) | **Name and surname of the caller or service user called back** (if you received a please-call-me, or sms) | **Service user’s cellphone number, or other contact details**  | **Nature of the call** | **Action taken** | **Follow-up needed/ referral made to paralegal…** (name of paralegal) | **Any additional comments** |
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