

How you make a request

When your Case Support Worker has shared information about the Commission and its processes and you are ready, you submit a formal request for an investigation. There is no application form. You submit your request in whatever way you wish to, for example, by letter or email. Your Case Support Worker will make sure we have the information needed for the investigation.

Your Case Support Worker will confirm the following information with you:

- Your name and contact details
- Information about the incident your request relates to. This includes the date and location of the incident. If your request relates to a death, proof of your relationship to the deceased will be asked for. If your request relates to an incident that caused you serious physical or mental harm, some records or contact details for your GP or clinical specialist may be required
- Questions you have about your case

Your Case Support Worker will confirm in writing when your request has been accepted for investigation.

The Information Recovery Team will check you are eligible for an investigation. See **What happens in the Information Recovery stage**.

Before submitting your request, your Case Support Worker will discuss the Commission's Charter of Commitments with you. The Charter of Commitments confirms what you will have discussed with your Case Support Worker. It is an opportunity for the Case Support Worker to emphasise how the Commission will continue to engage with you, for example:

- how you will be involved at points where key decisions are taken
- how you can expect to be treated by the Commission
- what the Commission reasonably expects from you, such as how we would expect you to handle confidential information

The Information Recovery Team begin a full scoping exercise of materials for the investigation and your Case Support Worker will continue to keep you informed about how your case is progressing.