

The role of Case Support Workers



On your first contact with the Commission, you will be offered support from our Case Support Team. You will be assigned a Case Support Worker who will keep in regular contact to support you, keep you informed and respond to your needs as your request and investigation progress.

As far as possible, you will have the same Case Support Worker throughout your contact with the Commission so you can speak to someone you know, who is familiar with your case, and can advise you on your options and what to expect at any given point.

The Commission recognises that many people who request an investigation will have gone through traumatic experiences. For this reason, our Case Support Workers have been trained to be sensitive to the ways that trauma can affect people. They will work to ensure you feel safe, listened to and understood throughout your contact with us.

Your Case Support Worker is also aware that coming forward to the Commission can be stressful as is becoming familiar with a new investigation process and returning to your account of what happened in the past. These stresses are important to recognise. The Case Support Team are trained to respond to the stresses you experience and to support you throughout your engagement with the Commission.

For you as a Requesting Individual, your Case Support Worker's main responsibilities include:

- listening to and understanding information about your request and any concerns you have about engaging with the Commission
- explaining the journey through the Commission, how the investigation process works, answering your questions and getting expert advice on any specific issues you raise

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- alerting you to any possible emotionally challenging issues that may occur during your engagement with the Commission
- introducing you to the Commission staff leading the investigation at each stage and regularly reminding staff what you have asked for
- offering you emotional support and signposting you to other sources of support or advice
- providing information to help you make informed decisions about the investigation process
- maintaining regular contact with you, as agreed with you, to ensure you understand the process, and how you will be involved, for example, key decision points where your views will be sought
- offering you the opportunity to provide feedback and this will be followed up. Should you have particular issues of concern, you can ask your Case Support Worker to raise those concerns with the Assistant Commissioner for Support
- explaining how to make a complaint or request a review of a decision
- being with you as your case concludes and supporting you to access further support, if requested

Case Support Workers cannot provide live time updates on the detail of your investigation. They will raise your queries with the Information Recovery Team and pass on an answer or arrange a discussion about the issue.