

Welcome from Dr Lesley Carroll, Assistant Commissioner for Investigations:

Support and Engagement, Victims and Survivors



Thank you for coming to the Commission. I want to acknowledge that coming forward to ask for an investigation can be stressful and even difficult. From the outset, I want to encourage you to reach out for support from family or friends and you will find information about support inside this pack. Each person coming forward for an investigation is assigned a Case Support Worker whose role is all about getting to know you and what you need to be comfortable engaging with us. They are trained to support you as they talk with you, and they can point you to additional support.

For some of you, engaging with the Commission will be engagement with another investigative body. For others of you, this will be your first time engaging with any investigative body. For all of you, engaging with the Commission is important because of your experience during the Troubles/Conflict and how that has impacted your life and the lives of your loved ones since.

The Commission's processes are different from those of previous investigative bodies, and it can take some time to understand the differences.

Your dedicated Case Support Worker will be your consistent point of contact with the Commission. When you first contact the Commission, they will meet you several times and explain how things work and help you to make your request in whatever way you wish to make it, for example in writing, with a list of questions, etc. This is a very important time as it allows you to think about the possible outcomes of an investigation and what it might be like to go through the process.

This pack will have information added to it as your Case Support Worker meets with you, so you will see it grow. Please come back to them with any questions you have when you have read through the information between meetings. People who ask the Commission to investigate a Troubles/Conflict

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related death or incident of serious harm are referred to as 'Requesting Individuals'. We aim to listen carefully to all Requesting Individuals, treating you as an 'individual' with questions particular to you. We will not rush the process of engagement but accommodate your needs, for example, some people will need time between meetings while others will want to keep things moving more quickly. I hope that you will feel you are given your place in all our engagements.

The Commission has a responsibility to keep people safe from harm of any kind. If you tell your Case Support Worker, or any other member of staff, something (or they see something) which makes them think that either a child or an adult may be at risk of harm, they have to act. This means they have to tell their manager, or the Head of Safeguarding and we may have to pass this information on to other agencies, like the police or social services. Be assured that when this happens, it is about someone's safety.

I hope that you find this pack helpful. If you have questions, please contact your Case Support Worker. Their contact details are on the cover of this pack. I am also available to meet with you should that be helpful. Please let your Case Support Worker know and we can arrange to have a conversation.

A handwritten signature in black ink that reads 'L Carroll'.

**Dr Lesley Carroll, Assistant
Commissioner for Investigations**