

Your journey throughout your time with the Commission



You contact the Commission.

A Case Support Worker meets you to listen to your experience.

Your Case Support Worker is interested in hearing your questions or concerns.

Your Case Support Worker will explain the investigative process and support you to make your request.

Your Case Support Worker will make sure you have information and support throughout your time with the Commission.

Your investigation moves into the Information Recovery stage and your eligibility for an investigation is assessed.

A full scoping exercise is undertaken during which there may be more engagement about your questions, meetings with members of the Information Recovery Team, a Findings Officer or other representatives of the Commission.

You may consider making a Personal Statement during this time or at another time suitable to you.

Terms of reference for the investigation are drawn up and discussed with you when scoping has completed.

The investigation continues, based on the agreed terms of reference, and the Findings Team will be involved alongside the investigation throughout.

The Findings Team engages with investigators throughout the investigation and at the conclusion of the investigation will begin drafting a written Report on behalf of the Chief Commissioner that will make findings about what happened.

Your Case Support Worker will arrange a meeting with you to discuss what has been found and the upcoming Report and its publication.

The Findings Team will share the draft Report with you and you will have the opportunity to discuss it with them and ask questions about its contents before it is published.

A final Report is published.