

Independent Commission for Reconciliation and Information Recovery

**What you can expect from us
and what we ask of you**

**Charter of expectations, commitments and
agreements between the Commission
and Requesting Individuals**

May 2025

This document explains the quality of relationships that you can expect from the Commission, and how we will nurture them. These are based on our vision, mission, and values.

Vision

A society that is more reconciled because the Commission has provided greater information to the public about deaths and serious injuries during the Troubles/Conflict.

Mission

An independent Commission committed to serving victims, families and survivors by thoroughly investigating and establishing the facts of past events, to provide an acknowledgement of the wrongdoing, in a way that is sensitive to the trauma experienced and assists with the promotion of reconciliation.

Our values

These values guide our work:

Integrity: Putting the obligations of public service above our own personal interests. Acting in line with other applicable professional obligations and standards.

Openness: Being truthful and straightforward in our communications and our engagement and keeping information safe.

Respect: Treating everyone with whom we interact with courtesy, irrespective of their background or beliefs. Engaging in constructive, respectful and professional dialogue including in the case of differing opinions.

Impartiality: Behaving in a fair and objective manner, treating all equally, remaining open minded, and taking decisions based on evidence.

Accountability: Operating within legal requirements, including the European Convention on Human Rights, the Equality Act 2010 and equivalent equality legislation in Northern Ireland, the requirements of the Northern Ireland Troubles (Legacy and Reconciliation) Act 2023, and within the objectives and policies of the Commission. Being willing to justify decisions, actions, and omissions.



- be well trained so we can support you and your wellbeing needs throughout your engagement with us.
- be aware how our behaviours might affect you and will treat you in the way we say we will.
- make sure we look after our own wellbeing, and get support if we need it.
- demonstrate our values when you are in touch with us.
- consider any needs that may arise for you because of your contact with the Commission.



We will:



- take the time to build a relationship with you and support you. Support is based on our trauma and resiliency informed model, which means we will respect you and your life experience.
- support you to understand how the Commission works and keep you up to date with information about your investigation.



We ask that you:



- be aware of how your behaviour might affect us, and that you provide and accept feedback.
- ask for support if you need it. A range of support routes are available to you and we can provide you with information.

	How we will treat you	What we ask of you
	<p>We will treat you with courtesy, respect, dignity, sensitivity, professionalism, and without discrimination.</p> <p>We will follow our Code of Conduct and Standards of Professional Behaviour.</p> <p>We will understand how our behaviour can help to build trust.</p>	<p>You treat our staff with courtesy, respect, dignity, sensitivity, professionalism, and without discrimination.</p> <p>Our unreasonable, abusive and vexatious behaviour policy sets out what we do if abusive or threatening behaviours are directed towards our staff.</p>
	<p>You will get information from your Case Support Worker, so you understand what is happening in your investigation, at intervals agreed with you.</p> <p>Our Case Support Team will be with you all the way through the process. You can find out more here: The role of Case Support Workers.</p>	<p>You talk to us before sharing information about your investigation with other people. We do not want anything to risk the progress or outcome of your investigation.</p> <p>You ask your Case Support Team any questions you have about the Commission and its processes.</p> <p>If you would like a friend, legal representative or other support worker to be involved in your case, that you give us written consent to share information with them.</p>

	How we will treat you	What we ask of you
	<p>Your information will be treated carefully and confidentially.</p> <p>We will let you know in advance when information about your investigation will be given to other people.</p> <p>We will follow our Data Management and Safeguarding policies. You can find out more here: How we handle your data.</p> <p>When we share our draft Findings report with you and others entitled to see it, we will follow our data management policies to protect its contents until it is published.</p>	<p>You do not reveal confidential information we share with you about your investigation, including your draft Findings report.</p> <p>If the media contact you, or you want to contact the media, that you think about how making information public might affect your investigation. You can find out more here: What to do if the media contact you.</p> <p>You let us know what you plan to say if you want to speak with the media.</p>
	<p>We are trained to be aware of the possible impact of recalling traumatic experiences upon you, and how to address it.</p> <p>You will have time to talk about the information that you might be given during your investigation, and how that information might impact on your wellbeing.</p> <p>We will agree and keep a record of what information you have chosen to see and will only withhold potentially traumatic materials if this is your request.</p>	<p>You tell us about how you have been affected by the investigation process and continue to be affected by your experiences.</p> <p>That you ask for support when you need it and tell us about your wellbeing needs.</p>

	How we will treat you	What we ask of you
	<p>You can choose to participate in the process.</p> <p>We will meet you regularly, involving other staff when needed, and will discuss any concerns you have.</p> <p>Where the opportunity is available, we will support you to write a personal statement if you choose to, and you can request that it be published alongside the final report. The Chief Commissioner will carefully consider any request to publish a personal statement.</p>	<p>You meet with us and talk about any issues, concerns or questions you have about the investigation.</p> <p>You think about sharing information with us about how you have been impacted by your experience, and also consider accepting support if you need it.</p>
	<p>We will discuss your wellbeing needs and check on them regularly.</p> <p>We will try to meet your wellbeing needs when setting up meetings, and if we cannot, we will explain why.</p> <p>Independent emotional support will be available if you need it, and we can give you information about other organisations that can also provide support. You can find out more here: The Commission's Independent Emotional Support Service.</p> <p>If you, or someone else, is at risk of harm, we will take appropriate action. You can find out more here: Safeguarding policies.</p>	<p>You tell us if your needs change and how we can support you.</p> <p>You respect the confidentiality of the emotional support referral process.</p>

	How we will treat you	What we ask of you
	<p>You will be treated as an individual, and we will engage with you in a trauma and resiliency-informed manner.</p> <p>Our well trained and supported Case Support and investigations staff will notice if you, or they themselves, have stress or trauma reactions, and will take appropriate actions to deal with and minimise these reactions.</p>	<p>You keep aware of how you are feeling and take support when you need it.</p> <p>You find out more about the resiliency skills. You can find out more here: Framework for Implementing the Trauma and Resiliency Informed Model (TRIM).</p> <p>Trauma and Resiliency Informed Model (TRIM).</p> <p>You tell us how we are meeting or not meeting your needs, to help us improve our services.</p>
	<p>You can tell us about how you think the Commission can promote reconciliation.</p> <p>Your Case Support Team will tell you what the Commission is doing to promote reconciliation.</p> <p>We will consider your suggestions to how reconciliation can be promoted through your investigation.</p> <p>We will tell you about how the Commission is exploring its approach to longer-term memorialisation.</p>	<p>You think about what promoting reconciliation means to you.</p> <p>You engage with us in this area of work, where you can.</p>

	How we will treat you	What we ask of you
	<p>We will tell you when important decisions are going to be taken in your case, and give you information about what you can do if you are unhappy with the decisions taken.</p> <p>We welcome your feedback including negative feedback. You can complain about the Commission's services and decisions.</p> <p>If you make a complaint, we will be open and respectful.</p>	<p>You tell us as soon as you can if you are unhappy about the Commission's services or decisions, and use our processes to try to resolve your complaint.</p> <p>Provide us with feedback about how your complaint has been dealt with. You can find out more here:</p> <p>Reviewing Decisions in Investigations.</p> <p>Complaint Handling Procedure.</p>
	<p>We will ask you for feedback on how our processes work for you.</p>	<p>If you would like to, you can give us feedback on our processes.</p>

Glossary

Case Support Team: the team who will be with you for the whole investigation and help explain any parts of the process you do not understand.

Promote reconciliation: we promote reconciliation through our investigations by finding out the truth about what happened, and where possible who was responsible for a death or serious harm as a result of the Troubles/Conflict; telling people about what we found; supporting Requesting Individuals during their investigation.

Requesting Individual: the name given to a person who asks the Commission to carry out an investigation.

Support person: someone you choose to help you with your request for an investigation.

Trauma and resiliency informed model: the focus of the model is on listening and noticing – listening to you as you speak and engage with us and noticing any signs of how engagement is affecting you and bringing the skills into play to help balance how you are feeling. Our aim is to ensure your engagements with us are wellbeing focused and personal to your needs.

Your notes

Your notes

Accessible Document Request Service

If you require any document in an accessible format, please contact us at [**equality@icrir.independent-inquiry.uk**](mailto:equality@icrir.independent-inquiry.uk) or speak directly with your Case Support Worker. We offer a range of accessible formats and services.

How to contact us

Email: casesupport@icrir.independent-inquiry.uk

This address is monitored 9am to 5pm, Monday to Friday, except public and bank holidays.

Call: 028 9036 2093

Our dedicated line is open 10am to 4pm, Monday to Friday, except public and bank holidays.

Write to us at Freepost ICRIR

Website: www.icrir.independent-inquiry.uk

Emergency contact details

Crisis support and intervention

Lifeline NI and Samaritans provide counselling, 24 hours a day, seven days a week, for anyone who needs support.

Call Lifeline NI: 0808 808 8000

or use Deaf and Hard of Hearing
textphone: 18001 0808 808 8000

Call Samaritans: 0808 808 8000

Victims and Survivors Service (VSS)

The VSS delivers services and support to victims and survivors of the Troubles/Conflict. It funds and works in partnership with community-based organisations.

Email: enquiries@vssni.org

Call: 028 9027 9100

See: www.victimsservice.org