



ONLINE APPLICATION GUIDANCE FOR SOLICITORS

Purpose

1. The purpose of this guidance is to help solicitors complete an online application for compensation under the Historical Institutional Abuse (Northern Ireland) Act 2019 on behalf of an applicant. It is important that you read this guidance **IN FULL** before completing an application.

What is the Redress Scheme?

2. The Redress Scheme establishes a Historical Institutional Abuse (HIA) Redress Board which will consider applications for compensation payments to anyone, or on behalf of anyone, who suffered abuse while a child and while resident in an institution in Northern Ireland at some time between 1922 and 1995 inclusive.

Meaning of Abuse

3. The Historical Institutional Abuse (NI) Act 2019 at section 2 (2) describes abuse as:

- *having suffered sexual, physical or emotional abuse or neglect or maltreatment;*
- *having witnessed one or more other children suffer abuse of a kind referred to above;*
- *having otherwise been exposed to a harsh environment; or*
- *having been sent to Australia under the programme commonly known as the “Child Migrants Programme.”*

Institutions included in the Scheme

4. An institution is a body, society or organisation in Northern Ireland that was responsible for the care, health, accommodation and welfare of children. It does not include educational institutions, other than training school institutions, borstal institutions or young offender centres. A current alphabetical list of all Institutions in which an application for redress has been received and the Redress Board considers fall within the definition of an institution as set out in section 2(3) & (4) of the Historical Institutional Abuse (NI) Act 2019 is published on our website at <https://www.hiaredressni.uk/publications/list-institutions-june-2022>. This list may be subject to periodic change.

5. In considering whether to make an application to the Redress Board, an applicant may contact the Commissioner for Survivors of Institutional Childhood Abuse (COSICA) to obtain information relating to any period in which they were

resident in an institution while under the age of 18, including confirmation of the dates of residency.

Who can apply to the Scheme?

6. An application can be made to the Redress Board by the applicant can answer 'Yes' to both or either of the following questions:

- I suffered abuse as described above while a **child** and **resident** in an institution in Northern Ireland for a period of time between **1922** and **1995** (both inclusive)
- I was sent to **Australia** under the Child Migrants Programme.

Can an application be made on behalf of a deceased family member?

7. Yes, an application can be made on behalf of someone who died on or after 28 April 1953 by the deceased's surviving spouse, civil partner or cohabiting partner, or a surviving child of the deceased but not a stepchild. However, there is a requirement to obtain a Grant of Probate or Letters of Administration in advance of submitting an application to the Redress Board.

What types of redress can be applied for?

8. If an applicant suffered abuse as described at paragraph 3 above, the Redress Board can consider making:

- a standard award payment of **£10,000 only** (section 12(2)(a) of the Act);
- an enhanced award payment of between **£10,001 and £80,000** (section 12(2)(a) and 12(2)(b) of the Act);
- a **Child Migrants Programme** only award payment of **£20,000** (section 12(2)(c) of the Act);

9. If an applicant was part of the Child Migrants Programme and also suffered abuse while in an institution in Northern Ireland they can ask for redress under the relevant combination of section 12(2)(a) or sections 12(2)(a) and 12(2)(b) of the Act in addition to Section 12(2)(c).

Enhanced award payment of between £10,001 and £80,000

10. Before making an application for an enhanced payment you should read the Redress Board Banding Guidance, which can be found at <https://www.hiaredressni.uk/publications/banding-guidance>. The Banding Guidance provides examples of abuse which may attract an enhanced award payment of between £10,001 and £80,000.

11. The examples of abuse, and the possible impact that this may have had on the applicant, are provided as guidance only and should not be considered to be definitive. The medical interventions, treatments and prognosis referred to are designed to assist applicants in understanding the nature and severity of the abuse and injuries described in each band.

12. The Banding Guidance will help you prepare the application and will assist panels to determine applications in a consistent way.

What is an Initial £10,000 Payment Order?

13. As part of the determination of an application the Redress Board panel may decide that compensation should be awarded but needs more time or information to determine the full award amount. If this is the case, the Redress Board may order an initial payment of £10,000 while it considers if this initial payment should be the final award or should be increased.

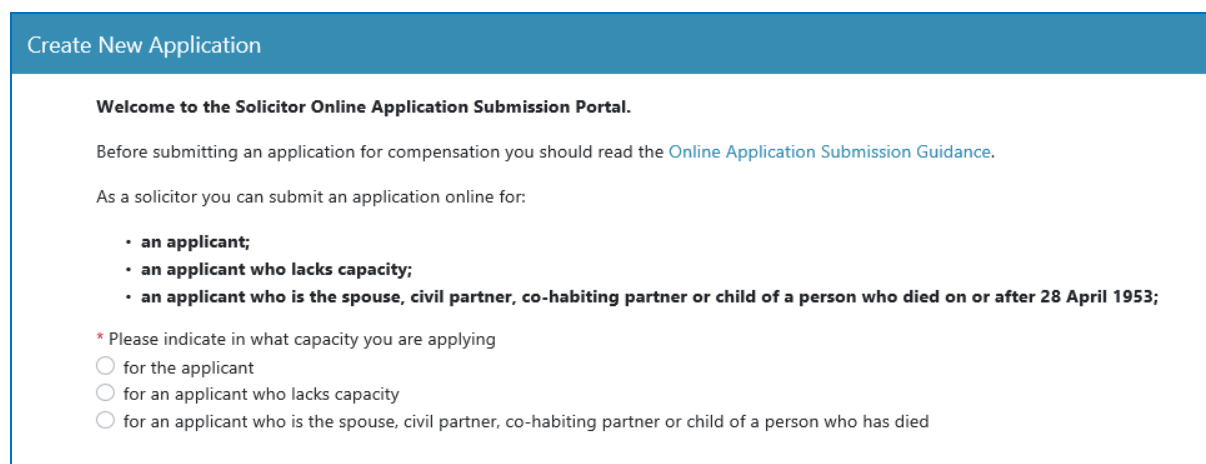
14. If the Redress Board awards a £10,000 initial payment and determines at a later date that the applicant is entitled to a greater amount of compensation, the applicant will receive the additional amount as a second payment.

COMPLETING THE ONLINE APPLICATION FORM

15. The rest of the guidance aims to help you complete the relevant parts of the online application. We have tried to set out at each part a brief explanation of the information asked for. It may be helpful to have this guidance at hand when completing the application.

16. You will be asked to provide copies of the applicant's ID documents and evidence to support the application. We recommend that you have scanned these documents and saved them to your computer or device before commencing the application. You will then be able to attach them to the form as you complete it.

Home page



The screenshot shows the 'Create New Application' page of the Solicitor Online Application Submission Portal. It includes a welcome message, a link to the Online Application Submission Guidance, and a list of eligible applicants. Below this, there is a section for indicating the capacity in which the application is being made, with three radio button options.

Create New Application

Welcome to the Solicitor Online Application Submission Portal.

Before submitting an application for compensation you should read the [Online Application Submission Guidance](#).

As a solicitor you can submit an application online for:

- **an applicant;**
- **an applicant who lacks capacity;**
- **an applicant who is the spouse, civil partner, co-habiting partner or child of a person who died on or after 28 April 1953;**

* Please indicate in what capacity you are applying

☐ for the applicant

☐ for an applicant who lacks capacity

☐ for an applicant who is the spouse, civil partner, co-habiting partner or child of a person who has died

17. You are asked to indicate in what capacity you have been instructed to apply. You may submit an application directly for the applicant. Alternatively, you may complete an application on behalf of someone who has been appointed as controller or has power of attorney to deal with the day to day affairs of the applicant because they lack capacity to do so. You may also complete an application on behalf of the spouse, civil partner, co-habiting partner or child of a person who died on or after 28 April 1953.

18. Once you have indicated in what capacity you are applying you must carefully read and tick the three boxes before you can start the application. The option to

start the application will not be available until you have confirmed you have read the three statements and ticked all three boxes.

To start your application for compensation, you MUST confirm the following:	
* I can confirm that I have read the Redress Board Privacy Notice and I have fully informed my client that the information contained within this application may be provided to the police in accordance with the Criminal Law Act (NI) 1967.	<input type="checkbox"/>
<p>* The President of the Redress Board has directed that applications submitted to the Redress Board must be thoroughly prepared and accompanied by all of the supporting information, required under Rule 4, including any medical notes or expert reports that you wish the panel to consider. It is the expectation of the Redress Board that no further evidence or information will be permitted, unless requested by a panel under Rule 9.</p> <p>You are advised not to continue to submit this application if you are not in a position to provide all of the statutory proofs set out in the checklist and all of supporting evidence you wish to be considered by a panel.</p> <p>I confirm that I understand by submitting this application that it is complete and that no other information or evidence is to be submitted to the panel.</p>	<input type="checkbox"/>
<p>* A well completed Statement of Experience is critical to any application for redress. Solicitors must use the Redress Board Template as it is instructive and directive and sets out the abuse headings as defined under the Act. The Statement of Experience must be structured and detailed and should set out the nature, severity, duration, frequency and impact of the abuse. A vague Statement of Experience claiming physical abuse without detail is unlikely to succeed.</p> <p>I confirm that the information provided in the Statement of Experience meets the above conditions and has been shared and agreed with the applicant.</p>	<input type="checkbox"/>

19. When you have ticked all three boxes, you will be able to start the application by selecting “start” in respect of the option below relevant to your application.

To start your application for compensation, please select ONE of the following options	
You must select this option if the application is for an applicant who gave evidence to the Hart Inquiry .	Start
Application is made under section 12(2)(a) of the Act standard (£10,000) only .	Start
Application is made under section 12(2)(c) of the Act (£20,000) Child Migrants Programme only .	Start
Application is made under section 12(2)(b) of the Act only or any combination of section 12(2)(c) with 12(2)(a) or 12(2)(b) .	Start

20. Where the applicant or deceased person previously gave evidence to the Historical Institutional Abuse Inquiry (Hart Inquiry) you should select the first option to declare this at the start of the application. **This refers to the public part of the Hart Inquiry and not the private Acknowledgement Forum.** You will be able to select the type of award you are applying for later in the form.

21. If the person on whose behalf you are applying did not give evidence to the Hart inquiry you should select the type of award that you are applying for. There are individual options which you can select to apply for either a standard award of compensation under Section 12(2)(a) of the Act (£10,000) or an award under section 12(2)(c) of the Act (£20,000 in respect of the Child Migrants Programme).

22. If you are applying for an enhanced payment of up to £80,000 **or** a combination of awards because the applicant was part of the Child Migrants Programme **and** suffered abuse while in an institution in Northern Ireland, you

should select to apply for compensation under sections 12(2)(a), 12(2)(b) and 12(2)(c).

Applicant's Personal Details

23. This part of the application **must always be completed**. You are asked to provide the personal details, including the contact details, of the person who is intended to benefit from the award. This person is known as the **applicant**.

Applicant's Personal Details

* First Name(s)

* Last Name

Any former name(s) by which you were known in an institution (if applicable)

Any nickname(s) or number(s) by which you were known in an institution (if applicable)

* Date of birth

Day

▼

Month

▼

Year

▼

National insurance number

24. If the application is being made in respect of a deceased person, the applicant will be the spouse, civil partner, co-habiting partner or child, of the deceased person. You will be asked to provide their details and also the details of the deceased person.

Deceased Individual's Personal Details

* First Name(s)

* Last Name

Any former name(s) by which the deceased was known when in an institution (if applicable)

Any nickname(s) or number(s) by which the deceased was known when in an institution (if applicable)

* Date of birth

Day

▼

Month

▼

Year

▼

National insurance number

* Date of death

Day

▼

Month

▼

Year

▼

25. If you are completing the application for an individual who has been appointed controller or has power of attorney because the applicant lacks capacity to manage their affairs, you will be asked to provide both the applicant's details and the contact details of the person acting on their behalf as shown below. You are also required to provide proof of the individual's authority to act on behalf of the applicant.

Contact details of the person applying on behalf of the applicant

* Contact First Name(s)

* Contact Last Name

* Contact email

* Contact telephone number

26. You are asked to provide the name, date of birth, and National Insurance Number of the applicant. This information enables the Redress Board to confirm that the applicant was resident at an institution(s).

27. The applicant, while resident at an institution, may have been known by a different name. This may be because they later married or changed their name for another reason. If this is the case, the name the applicant was known by at an institution(s), **must** be provided to the Redress Board.

28. The applicant may have been referred to by a number or a nickname while resident at an institution(s). This information would be helpful to the Redress Board when confirming the applicant's residence in an institution. However, if providing this information would cause distress it does not need to be included.

Legal representative

29. Select 'yes' and provide your contact details. The Redress Board may contact you by telephone or email to request further information that may be required to process the application or to update you on the progress of the case.

* Have you appointed a legal representative to claim redress

☒ Yes

☐ No

* Legal representative name

* Legal representative email

* Legal representative contact telephone number

Applicant's Health

30. If the applicant is suffering from a terminal or critical illness, or other life-limiting condition, the Redress Board may decide to prioritise the application. This must be supported by a copy of a letter from a GP or hospital, which supports the applicant's claim of ill health, and which can be attached to the application at a later screen.

* Do you suffer from a terminal or critical illness, or other life-limiting condition that the Redress Board may consider in prioritising this application?

☒ Yes

☐ No

Next >

Applicant's Address

31. You will be asked to provide details of the applicant's address.

Proof of ID and Supporting Documentation

32. In this screen you can attach documentary forms of identification (ID) that must be provided in support of the application. To make this easier, we recommend that you copy and scan these documents to your computer or device before commencing the application. You can then select 'add file' on this screen to open a search window, find the relevant document on your computer or device and attach it to the application.

33. These documents will enable the Redress Board to confirm the identity of the applicant. The Redress Board will accept copies of birth and death certificates that have been certified by a solicitor, notary public or by the General Register Office of Northern Ireland (GRONI). Other documents can be certified by a solicitor, notary public or by the Court of Judicature of Northern Ireland. If corresponding with the Redress Board by post please do not send originals as these cannot be returned.

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Proof Of ID And Other Supporting Documentation

Please provide the following documentation	
A certified copy of the deceased's death certificate	Add File
A certified copy of the will of the deceased, where relevant	Add File
The Grant of Probate or Grant of letters of administration where relevant	Add File
Photographic identity of the applicant	Add File
Proof of applicant's ill health to support prioritisation of the application	Add File
Please provide applicants birth certificate	Add File
Certified copy of any proof of relationship between spouse / partner and the deceased	Add File

34. An application must be supported by the following documents:

- Certified copy of applicant's birth certificate;
- Certified copy of photographic identity of applicant;
- Proof of any name change since attending an institution, if applicable.

35. An application made on behalf of a deceased person must also be supported by the following attachments:

- Certified copy of deceased's death certificate;
- Certified copy of the will, if one was made;
- Certified copy of grant of probate or letters of administration;
- Certified copy of any proof of relationship between spouse/ cohabitee/child and the deceased.

36. If an application is made on an applicant's behalf because they are incapable of managing their own affairs, this must also be supported by the following attachments:

- Evidence of authority to act on behalf of the applicant.

37. **Photographic identity** can include any of the following:

- A UK, Irish or EEA driving licence (photographic part) (provisional accepted)
- A UK, Irish or EU passport
- An Electoral Identity Card
- A Translink Senior SmartPass
- A Translink 60+ SmartPass

- A Translink War Disabled SmartPass
- A Translink Blind Person's SmartPass

38. The identification document does not need to be current, but the photograph must be of a good enough likeness to allow the Redress Board to confirm the applicant's identity. It doesn't matter if the identity document has a different address to the applicant's address on the application. If the applicant is resident outside the UK please contact the Redress Board for further advice on acceptable forms of ID.

Hart Inquiry Applicants Only

39. You will now be asked to select the type of redress for which the applicant is applying. You should select all the options that apply to the applicant's circumstances.

The screenshot shows a form titled 'Type of Application'. At the top, there is a progress bar with seven numbered circles. Below the progress bar, the text reads: 'Please select the grounds on which this application is being made:'. There are three radio button options:
1. ☐ I am applying for a standard award of compensation under section 12(2)(a) of the Act (£10,000).
2. ☐ I am applying for an enhanced award of compensation under sections 12(2)(a) and (b) of the Act (up to £80,000).
3. ☐ I am applying for an award of compensation under section 12(2)(c) of the Act (£20,000) – Child Migrants Programme.

40. If the applicant provided evidence to the Hart Inquiry they do not need to provide any further information to the Redress Board **unless they wish to do so**. The Redress Board will obtain a copy of that evidence from the Public Records Office Northern Ireland (PRONI) on their behalf. To help the Redress Board to do this you should provide the applicant's HIA reference number, if they can recall it.

The screenshot shows a form titled 'Hart Inquiry'. At the top, there is a progress bar with eight numbered circles. A green button labeled 'Save and continue later' with a save icon is in the top right. The main text reads: 'If you provided evidence to the Historical Institutional Abuse Inquiry (Hart Inquiry) you are **NOT required to provide any further medical evidence** or other supporting evidence unless you wish to do so. The HIA Redress Board will obtain a copy of this evidence from the Public Records Office Northern Ireland (PRONI) on your behalf.' Below this, there is a section titled '* Please select one of the following:' with two radio button options:
1. ☐ I am content for the panel to determine this application based on the evidence previously provided to the Hart Inquiry
2. ☒ I wish to provide additional evidence to that provided to the Hart Inquiry
Below the options is a text input field labeled 'HIA Reference No'. A note below the field says: 'If you provided evidence to the Hart Inquiry you will have been given a reference number. Please enter it here.' At the bottom, there are two buttons: '< Back' and 'Next >'.

41. We ask the applicant if they want the Redress Board to determine the application based on the information obtained from PRONI or if they wish to provide

further information. If the applicant, or the person applying on their behalf, wants to provide additional information to that obtained from PRONI you will be able to attach documents on the next screen, otherwise you will proceed directly to the **Payment Detail** screen.

Further Evidence

1 2 3 4 5 6 7 8

Save and continue later

You can attach copies of any relevant medical records, psychological reports or any other documentation that you wish the Redress Board to consider.

Please upload any medical records, or other expert reports that you feel are required to support the redress application.

Add Files

Multiple files can be uploaded

Please upload any further documentation in support of your claim.

Add Files

Multiple files can be uploaded

< Back

Next >

Non-Hart Applicant

Details of Institution

42. If the applicant did **NOT** provide evidence to the Hart Inquiry they **must** provide the names of the institution(s) in which they were resident and the approximate dates they were there. This information will enable the Redress Board to confirm that the applicant or deceased person was resident at an institution(s). You will have the option to add the institution(s) and the dates when the applicant was there.

Statement of Experience

1 2 3 4 5 6 7 8

Save and continue later

i Here you have the option of adding the institution(s) and the duration you were there. You also have the option of giving an account of your experience there by clicking add button once you have added an institution

+ Add Institution

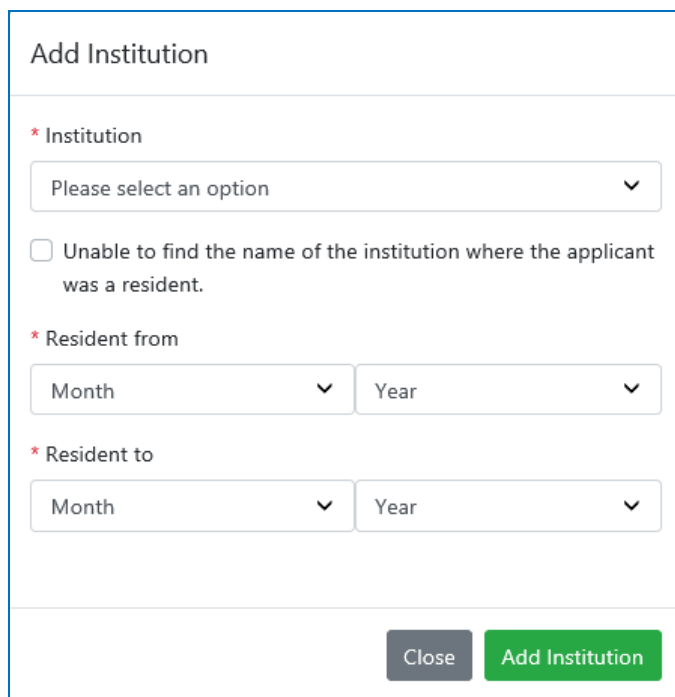
Please add an institution.

< Back

Next >

43. Click '+Add Institution' to bring up the following box. You will be able to select the relevant institution and dates from the drop down menu. You must then select

the green “add institution” button. If the institution does not appear on the drop down menu, you can tick the box “unable to find the name of the institution where the applicant was a resident” and then type the name of the institution.



Add Institution

* Institution

Please select an option

☐ Unable to find the name of the institution where the applicant was a resident.

* Resident from

Month Year

* Resident to

Month Year

Close Add Institution

Statement of Experience

44. Applicants must provide the Redress Board with a written statement describing what happened to them while resident in an institution. The applicant should try to describe the nature, severity and duration of the abuse and the impact this has had on them. If the applicant is aware of the town / area where they were born, or in which they lived, prior to being placed in an institution, it would be very helpful if this could be detailed in the Statement of Experience.

45. You must in the Statement of Experience describe in as much detail as possible the nature, the severity, the frequency, the duration of the abuse and the impact this has had on you. You should also name or describe your abuser as far as possible.

46. It is important to note that any discrepancies in your Statement of Experience with any other written account you have previously provided by the way of a written statement to the Hart inquiry, Police, Social Services, Criminal Injury Application or previous civil litigation must be highlighted and explained in your Statement Of Experience.

47. We recommend you ask the applicant to complete the “Statement of Experience” template available from <https://www.hiaredressni.uk/publications/statement-experience-template> prior to starting the application. You will then be able to upload to the application by clicking “add file” as below. This screen will appear when you select the ‘Add Experience’ button which will appear next to the Institution Details on the online form.

Add Institution Detail

Adelaide Park Children's Home, Belfast

Please provide an account of your experiences of living in an institution(s) in support of your claim

Please **download the HIA Statement of Experience Template** and after completing it upload it, by selecting the Add File button below.

[Add File](#)

[Back](#) [Submit Detail](#)

48. If the applicant experienced abuse in more than one institution please provide a separate Statement of Experience for each. This can be done by clicking on the "add institution" button and then the 'add experience' button.

[+ Add Institution](#)

Institution Name	From	To	Info Added	Options
Adelaide Park Children's Home, Belfast	January-1997	March-1998	×	+ Add Experience ✕ Remove Institution

[Back](#)[Next >](#)

49. We understand that it may be difficult for applicants to remember the exact details of their experience or to provide substantial detail in respect of someone who is deceased. We ask that applicants do their best to provide as much detail as possible.

Further Evidence to Support Your Application

50. Applicants can, if they wish, provide any relevant medical reports or other expert reports which may help the Redress Board to determine their application. The Redress Board will not normally require the production of an expert report in respect of an applicant for a standard award of £10,000. It is important to note that if you intend to rely on GP records or expert reports you must submit these together with your application and not at a later date.

51. If, when determining an application, the Redress Board panel considers, that in exceptional circumstances, that an expert report or further medical records would be helpful, it will arrange for these to be provided and paid for on behalf of the applicant with their consent. The Redress Board will also have access to medical advisors where necessary.

52. You are asked to attach copies of relevant medical records, or any other documentation you wish the Redress Board to consider, by clicking the 'Add Files' button on the Further Evidence screen.

53. Applicants, if they wish, may provide material in the form of audio or video recordings, in addition to their written Statement of Experience. If you have any difficulties in uploading audio or video recordings via the application portal, please contact the Redress Board directly to resolve and take forward.

54. You must ensure that you have provided ALL your of the supporting documents relevant to your application as detailed in this guidance, and any GP records or expert reports that you wish the panel to consider, together with your application to the Redress Board. If you do not provide the relevant documentation your application will not proceed to a panel.

Further Evidence

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8

Save and continue later

You can attach copies of any relevant medical records, psychological reports or any other documentation that you wish the Redress Board to consider.

Please upload any medical records, or other expert reports that you feel are required to support the redress application.

Add Files

Mutiple files can be uploaded

Please upload any further documentation in support of your claim.

Add Files

Mutiple files can be uploaded

< Back

Next >

Child Migrants Award payment of £20,000

55. If the applicant is applying for an award in respect of the Child Migrants Programme you will be required to provide the approximate date that the applicant was sent to Australia. The applicant is not required to provide any further evidence and the Redress Board will seek to confirm that they were part of the Child Migrants Programme.

☒ I am applying for an award of compensation under section 12(2)(c) of the Act (£20,000) – Child Migrants Programme.

* Please provide the date on which you were sent to Australia

Month

Year

You are not required to provide any further evidence to the Redress Board. The Redress Board will seek to confirm that you were part of the Child Migrant Programme.

However, if you wish to provide any further information please add details of your experience below.

Please provide details of the experience

56. However, if the applicant wishes to provide any further information you can add any of their additional comments which they believe may be relevant to the application.

57. It is important to note that an application under this section may not be made if an applicant has been awarded compensation, or has an application for compensation pending, under the Independent Inquiry into Child Sexual Abuse (IICSA) scheme.

Payment Detail

Part A – Outstanding or Dismissed Civil Claims

58. You **must** complete this part if the applicant or deceased person ever issued proceedings before a civil court, or under an application to the Independent Inquiry into Child Sexual Abuse (IICSA) scheme, **about the matters described in this application.**

The screenshot shows a form titled 'Declarations' with a progress bar at the top containing eight numbered circles. A green button labeled 'Save and continue later' with a save icon is in the top right. Below the progress bar, the section is titled 'Part A - Outstanding or Dismissed Civil Claims'. It contains three checkboxes with the following text:

- ☐ Please tick this box if you have proceedings pending before a civil court, or under an application to the Independent Inquiry into Child Sexual Abuse (IICSA) scheme, which relate to matters described in this application.
- ☐ Please tick this box if you previously issued civil proceedings in relation to the matters described in this application, but these were dismissed.
- ☐ Please tick this box if the proceedings described above were dismissed solely because the period of limitation for bringing proceedings on the claim had expired.

59. Applicants are required to tell the Redress Board if they have proceedings pending before a civil court, or under an application to the Independent Inquiry into Child Sexual Abuse (IICSA) scheme or if they previously issued civil proceedings that were dismissed, or dismissed because the period of limitation for bringing proceedings on the claim had expired. An application for compensation cannot be made if proceedings are pending before a court. The application can, however, proceed if those proceedings are withdrawn. You **must** select the options, if any, that apply.

Part B – Payment Received

60. Applicants **must** tell the Redress Board if they have ever received, or are about to receive, a payment of compensation about the matters described in this application. You **must** provide the details of that payment to the Redress Board.

61. If an applicant is awarded an amount of compensation above the amount they previously received, the amount of the previous award will be deducted from any award made by the Redress Board.

Part B - Payment received

- ☐ I have received a previous payment(s) of compensation, as defined under section 13(2) of the Act, including any under the IICSA scheme, or have received confirmation that I will receive payment, in relation to the matters described in this application.

Declaration

62. The applicant must carefully read this part of the application before you confirm that they have read and understood that the information they have provided is true and may be shared with others including the police. Once they have read and confirmed this, you should check the confirmation box and click 'finish' to submit the form.

Applicant's Personal Declaration

1 2 3 4 5 6 7 8

Save and continue later

Declaration

By ticking the box below, I hereby declare :

- The information provided by me to the HIA Redress Board in this application form is true to the best of my knowledge and belief and I understand that I am personally responsible for it.
- If any of the information on this form is incorrect or provided fraudulently I may have to repay some or all of the compensation I might otherwise be entitled to receive.
- I understand that the HIA Redress Board may request any person to produce to it any document which may be relevant to this application.
- I agree to give the HIA Redress Board full assistance in its consideration of this application.
- I understand that this application and all attachments may be provided to any person or any institution named in this application, or their legal representatives.
- I understand that information contained within this application may be provided to the police in accordance with the Criminal Law Act (Northern Ireland) 1967.

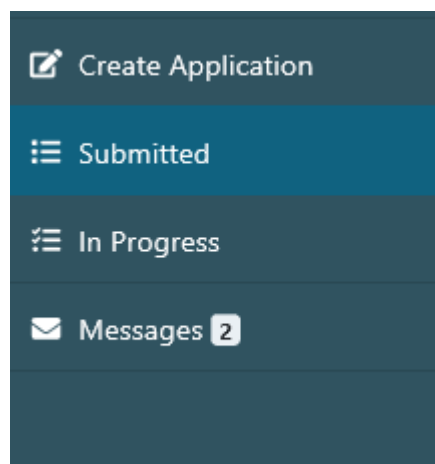
☐ * I confirm that I have read and understood the information above.

< Back Finish

63. The application has now been submitted and you will receive an automated message and email of acknowledgement confirming the unique RB reference number. The Redress Board will write to you again once we have reviewed and validated the application and advise you of the next steps.

Viewing submitted applications and messaging

64. You can view any application that you have previously submitted by clicking on the "submitted" field on the left hand toolbar.



65. The Redress Board may send you a message to request further information or to provide an update in respect of an application. You can view these messages by clicking on the “messages” field on the left hand toolbar.

Messages

< Back

0-10 of 28

Next >

View all rows

50

20

10

Reference	Sent Date	From	Message	Received/Sent	Status	
<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	<div>Filter</div>	
RB1057	26/03/2020 11:30	HIA	The quick brown fox	Received	Read	<div><div></div><div></div></div>
RB1006	26/03/2020 10:00	HIA	Please send x y and	Received	Response Submitted	<div><div></div><div></div></div>
RB6495	26/03/2020 09:54	HIA	This is a request	Received	Read	<div><div></div><div></div></div>

66. You can view and respond to messages by clicking on the symbols on the right hand side of the relevant row. Once you click respond you will have the opportunity to upload and submit further documentation.

Message Response

Original message from:
HIA

Message:
New Request - GMG One

* Please provide response to the message above

Add Files

Please select a file to upload

Close Send

Will costs and expenses be paid?

67. The Redress Board has published a Costs & Expenses Protocol. The Protocol is intended to provide general information and guidance on how the Redress Board will deal with costs and expenses. The Redress Board will pay the costs to solicitors for providing advice and assistance to applicants. Please note, applicants should not be required to make any advance payment directly to a solicitor for any expenses incurred in providing any relevant supporting material as these will also be paid by the Redress Board. Further information can be found on the Redress Board website: <https://www.hiaredressni.uk/publications/costs-and-expenses-protocol>.

67. If you have any other queries in relation to the completion of this application you can contact the Redress Board by emailing admin@hiaredressni.uk.