Indicative timeline for processing complete applications



Application

Online application

- Rule 4 proofs & supporting documentation checked & saved.
- Complete/ incomplete acknowledgement letter issued to applicant/legal representative. (an applicant is asked to send missing documents within 21 days)

Paper application

- As above, and hard copy documents scanned to electronic system.
- **Application** registered on online portal to generate RB ref number.

Verification

- Retrieval of PRONI records (Hart applicants only).
- Rule 7 notice prepared and issued to

Validation

- Institution has total of 28 days to respond to Rule 7 notice.
- Final rule 7 response received, checked & saved.
- Institution unable to verify attendance further investigations undertaken via PRONI/DOJ/HSCB

The timeline will be extended if the institution cannot verify attendance and further investigations by the Redress Board are required

Date discrepancies – enquiry letter issued to applicant/legal representative

Pre-panel Preparation

- Draft electronic panel file created (PDF).
- Issued for review & creation of case summary.
- Amendments to panel file / further investigations if required.
- **Expense Claim Form** (ECF) issued.
- **Pre-listing letter** issued.
- **Application** scheduled for listing
- Panel files issued to panel members

Determination

- Case considered by panel.
- Determination Notification/S14 /Adjournment letter issued within two weeks.
- Application relisted for final determination (if required)

Appeal

- Applicant has 21 days from receipt of determination notification to accept or appeal the award.
- Extensions of time, fresh evidence & request for oral hearing considered
- Appeal considered by single judicial member



Payment and Costs

- Redress payment processed within 5 days of receipt of BACS details. It may take a further 5days to credit to the account.
- Legal costs paid following redress payment



Weeks 3 to 7

Weeks 8 to 14

Weeks 15 to 16