

Portal Status	Overview of Portal Status for Public Facing Splash Page
Received	<p>When an application is submitted by a solicitor on the online Redress Board portal it will automatically be set to the 'Received' status.</p>
Allocated	<p>The application will be allocated to a member of Redress Board staff for initial review within two working days of receipt. When this is done the status will change to 'Allocated'.</p>
Incomplete Application	<p>The application has been returned to the applicant/solicitor, as it is incomplete.</p> <p>If the initial review of the application identifies that any Rule 4 supporting material (including birth certificates, identification documents or when the applicant or their solicitor has indicated that they intend to provide further evidence, for example a medical or expert report) is missing, the status will change to 'Incomplete Application'.</p> <p>We will issue a letter within 5 working days of receipt of the application to the applicant or their solicitor advising why the application is incomplete.</p> <p>Please note: The Redress Board will continue to issue the Rule 7 Notice of Application to expedite the background investigation, however the application cannot proceed to validation and listing until all of the supporting information has been provided.</p> <p>The Redress Board cannot progress the application until a response is received from the applicant or their solicitor</p>
Waiting Institution Rule 7 Response	<p>Details of the application have been sent to the relevant institutions to verify the accuracy of the relevant detail of the application.</p> <p>We aim to issue a Rule 7 Notice of Application to the relevant institutions within 5 working days of receipt of the application.</p> <p>The application status will remain as 'Waiting Institution Rule 7 Response' until the institution has responded to the Rule 7 Notice of Application in accordance with the legislation.</p> <p>If the institution does not respond within a reasonable time frame the Redress Board will use its legislative powers to further request or compel the provision of this</p>

<p>Rule 7 response – further investigation</p>	<p>The application is with the Redress Board to undertake further investigations on behalf of the applicant.</p> <p>If the institution is unable to confirm attendance, the Redress Board will carry out further investigations including requesting information from PRONI records, court files, social services records, education records, and other public and voluntary body archives in an attempt to verify the accuracy of the relevant detail of the application.</p> <p>The application will remain at the status of ‘Rule 7 response – further investigation’ until the Redress Board has exhausted all avenues to verify the relevant detail of the application.</p>
<p>Rule 9 – Outstanding Panel Requests</p>	<p>The Redress Board has asked the applicant to comment on records or to provide further information.</p> <p>For example, if there are significant discrepancies between the dates provided by the applicant and the institution(s), we will issue a Date Enquiry Letter seeking comment from the applicant.</p> <p>For example, if the panel considers that the applicant should have sight of documentation received from the institutions(s), we will issue a Sharing of Material letter seeking comment from the applicant.</p> <p>The Redress Board cannot progress the application until a response is received from the applicant or their solicitor.</p>
<p>Validated</p>	<p>The application status will change to ‘Validated’ once all of the Rule 4 material has been provided, attendance at the institution confirmed and all Rule 9 panel requests have been answered.</p>
<p>Panel File Review</p>	<p>The application is with the Redress Board for final review of all of the statutory proofs and evidence to ensure that the panel file is complete.</p> <p>At this stage, a panel evidence file is created and presented for ‘Panel File Review’. We will issue an Expenses Claim Form (ECF) and Listing Letter advising that the application is almost ready to be listed if everything is in place.</p> <p>Subject to the above review, the application will normally be listed within 4 weeks of the issue of the Listing letter.</p>
<p>Direction following Panel File Review</p>	<p>Following review, it may be necessary to request further clarity on matters relating to the evidence that has been</p>

	<p>provided in support of the application.</p> <p>Should further clarity be required the status will be changed to 'Direction following Panel File Review' and the applicant or solicitor will be informed and asked to address the issues if required.</p> <p>The Redress Board cannot progress the application until a response is received from the applicant or their solicitor</p>
Ready for Listing	<p>The application status will change to 'Ready for Listing' when the panel file is complete and the application is ready to proceed to consideration by a panel.</p>
Listed	<p>The application status will change to 'Listed' when a listing date, i.e. the date the application will be considered by a panel, has been confirmed.</p>
Award Determined	<p>The application status will change to 'Award Determined' when the panel has made a full and final determination of the application.</p> <p>Please note it may take approximately 10 working days from the listing date for the relevant paperwork, confirming the award, to issue to the applicant.</p>
Initial Payment Ordered	<p>The application status will change to 'Initial Payment Ordered' if the panel has directed a section 14 Initial Payment Order is appropriate.</p> <p>The Redress Board will inform the applicant or their solicitor what information is required to enable the panel to make a full determination of the application. The Redress Board cannot progress the application until a response is received from the applicant or their solicitor.</p> <p>Please note it may take approximately 10 working days from the listing date for the relevant paperwork to issue to the applicant.</p>
Adjourned	<p>The application status will be changed to 'Adjourned' if the panel has adjourned the application to seek additional information or to consider the application in more detail.</p> <p>The Redress Board will inform the applicant or their solicitor what information is required to enable the panel to make a full determination of the application. The Redress Board cannot progress the application until a response is received from the applicant or their solicitor.</p> <p>Please note it may take approximately 10 working days from the listing date for the relevant paperwork to issue to the</p>

	applicant.
Relisted	<p>The application status will be changed to 'Relisted' once any outstanding information requested by the panel is received following a Section 14 Order or an adjournment.</p> <p>The Redress Board cannot progress the application until a response is received from the applicant or their solicitor</p>
Determination Notification Issued	<p>The application status will be changed to 'Determination Notification Issued' when the Determination Notice and accompanying documentation including the Summary of Reasons has been issued to the applicant or solicitor.</p>
Appeal Received	<p>The application status will change to 'Appeal Received' if a "Notice of Appeal" has been submitted.</p> <p>Please note the applicant has 21 days from the date of the Determination Notification to either accept or appeal the panel's determination.</p>
Appeal Determination Notification Issued	<p>The application status will change to 'Appeal Determination Notification Issued' when the appeal has been determined and the Appeal Determination Notice and accompanying documentation has been issued to the applicant or solicitor.</p>
Application Closed	<p>The application status will be changed to 'Application Closed' when the applicant has accepted their award of compensation and all legal costs and expenses have been paid or when an application has been administratively withdrawn (duplicate etc.) or dismissed by a panel.</p>