

POST-DECISION ACTIVITY ON CASES
CASEWORK POLICY

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Introduction

1. Once a final decision has been made in a case, the case is closed. The Commission does not usually receive further contact from the applicant (or their representative).
2. This document sets out the Commission's policy in the event that further representations or information are received after a review has been concluded.

Complaints

3. Where a complaint is made, it will be dealt with in accordance with the Commission's complaints procedure: see policy on [Complaints Procedure](#).

Post closure correspondence

4. Post closure correspondence will be passed to the relevant Group Leader¹, who will take an active role in giving advice on who should

¹ Unless a restriction has been applied to correspondence – see paragraph 6

make the response and when the responses should be made. As a general rule, a response will be dispatched within 10 working days.

5. Where the correspondence raises new evidence or argument that has not been considered previously, the Commission will consider whether a (further) review of the case is necessary.

Persistent post-closure correspondence

6. If an applicant persistently continues to correspond after a full response has been made, and nothing new is being raised, the Commission will consider whether to apply any restriction(s), applying its policy [Persistent Applicants](#). If restrictions are applied under that policy, any continuing correspondence will be passed to the Director of Casework Operations.

Requests for post-closure disclosure

7. Where a request is made for further disclosure about a non referral case after it has been closed, the Commission will only provide copies of the decision document and/or any documents disclosed with that document. For further information about the Commission's policy on disclosure: see [Disclosure by the Commission](#).