

# Victims and Survivors Charter

Our commitment to listening, involving and supporting victims and survivors throughout the Inquiry.

## We will keep you informed with clear and honest information

We will keep you updated on the Inquiry's work and progress through:

- Meetings
- Online events
- Videos and podcasts
- Newsletters and email updates
- Website updates
- "You said, we did" feedback reports

We will communicate clearly, using plain English and avoiding jargon. We will do this even when there is little to report, because we know silence can feel like being ignored.

## You will help shape our investigations and recommendations

We will test emerging ideas and ask whether they reflect lived experience. Before recommendations are finalised, we will seek your views on whether they are likely to make a meaningful difference. We will explain how your contributions have influenced our work where possible.

## We will work with victims and survivors

We will work with victims, survivors and representative organisations throughout the Inquiry, not only at hearings or major milestones.

We recognise lived experience as expertise and will create meaningful opportunities to participate in our work. You will have opportunities to engage directly with the Chair and Panel.



## We will treat you as a person

You are not a file, a statistic or a case number. We recognise that every person has a different experience, different needs and different ways of engaging. We will listen without judgement, treat you with dignity and compassion.

## Your experience is valid, on your terms

We will listen throughout the Inquiry and create regular opportunities for victims and survivors to share their experiences and views. We will continue listening as our work develops and use what we hear to inform our work. What you share belongs to you, we will ensure you feel informed and able to make decisions about sharing

## Your wellbeing comes first

We have a duty to help keep people safe. We will follow our safeguarding policy to ensure people are protected. We will offer emotional support to those who engage with us and take steps to minimise the risk of harm through participation in the Inquiry.

## WHAT YOU CAN EXPECT FROM US

Videos, podcasts and webinars	Plain English communication	Trauma informed engagement	Opportunities to challenge and provide feedback	"You said, we did" updates
Online meetings and events	Regular face-to-face engagement opportunities	Engagement with the Chair and Panel	Regular meetings with victim & survivor groups	Recommendation testing workshops

"This Inquiry will be judged not only by what it does, but by how it treats victims and survivors."

**OUR PROMISE**  
Victims and Survivors will be at the heart of everything we do.