

FORMAL MEMORANDUM
POST-DECISION ACTIVITY ON CASES

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Introduction

1. Once a final decision has been made in a case and the Statement of Reasons has been issued to the applicant and other relevant parties, the case is closed. The Commission does not usually receive further contact from the parties.
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 or where the representation contains information that could be interpreted as a complaint against the Commission it will be dealt with in accordance with the Commission’s complaints procedure: see Formal Memorandum [Complaints](#).

Post closure correspondence

4. Where correspondence relates to a case that has been reviewed by a case reviewer, it will be passed to the relevant Group Leader, who will take an active role in giving advice on who should 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 relates to a Stage 1 case: that will be passed to the Director of Casework, who will decide what further action is to be taken.
6. Where the correspondence raises new evidence or argument that has not been considered previously, a commissioner will consider whether to accept as a new application, or the applicant will be invited to submit a fresh application form.

Persistent post-closure correspondence

7. If an applicant persistently continues to correspond after a full response has been made, and nothing new is being raised, the Commission will confirm in writing that further correspondence will be read but, unless it raises something new, no further reply will be made.

Requests for post-closure disclosure

8. The Commission has a policy on disclosure: see [Disclosure by the Commission](#).