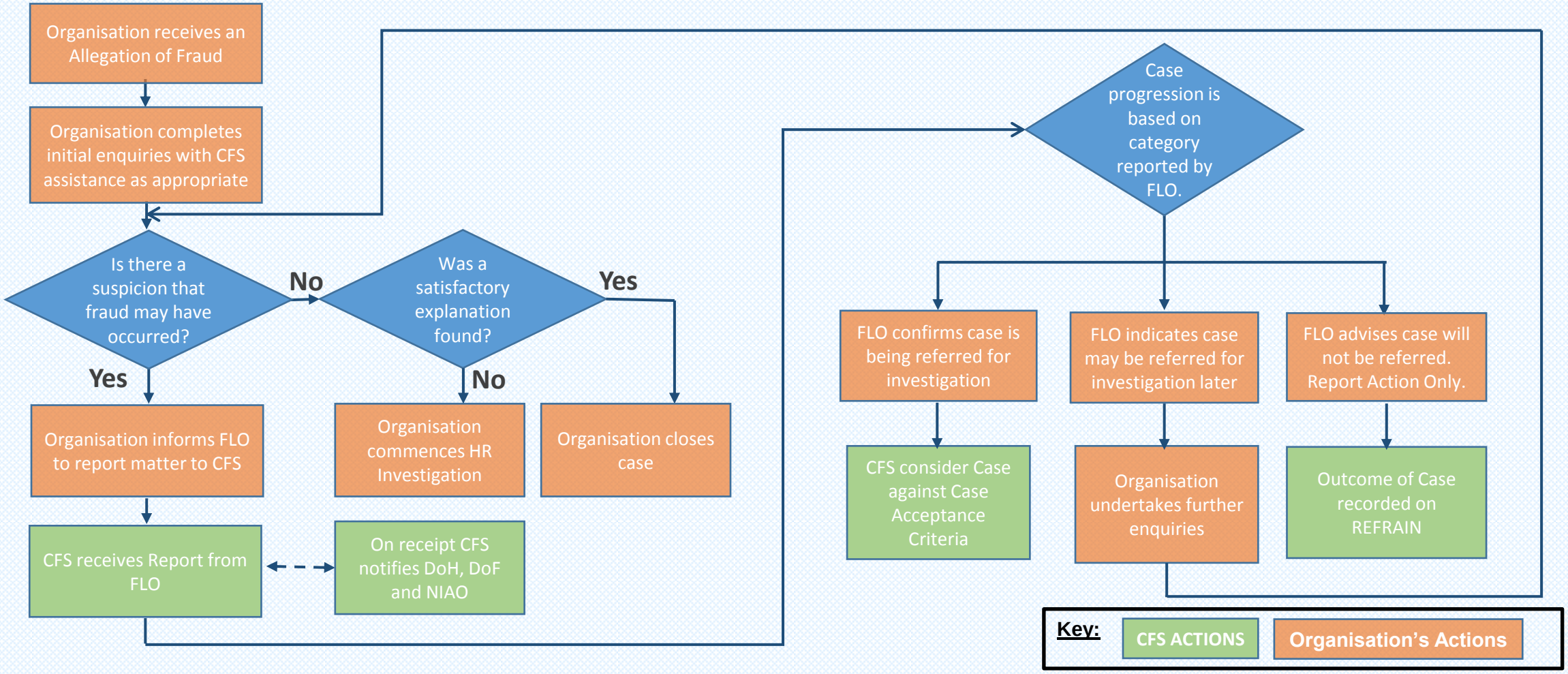
Counter Fraud Services

Fraud Reporting Process Map

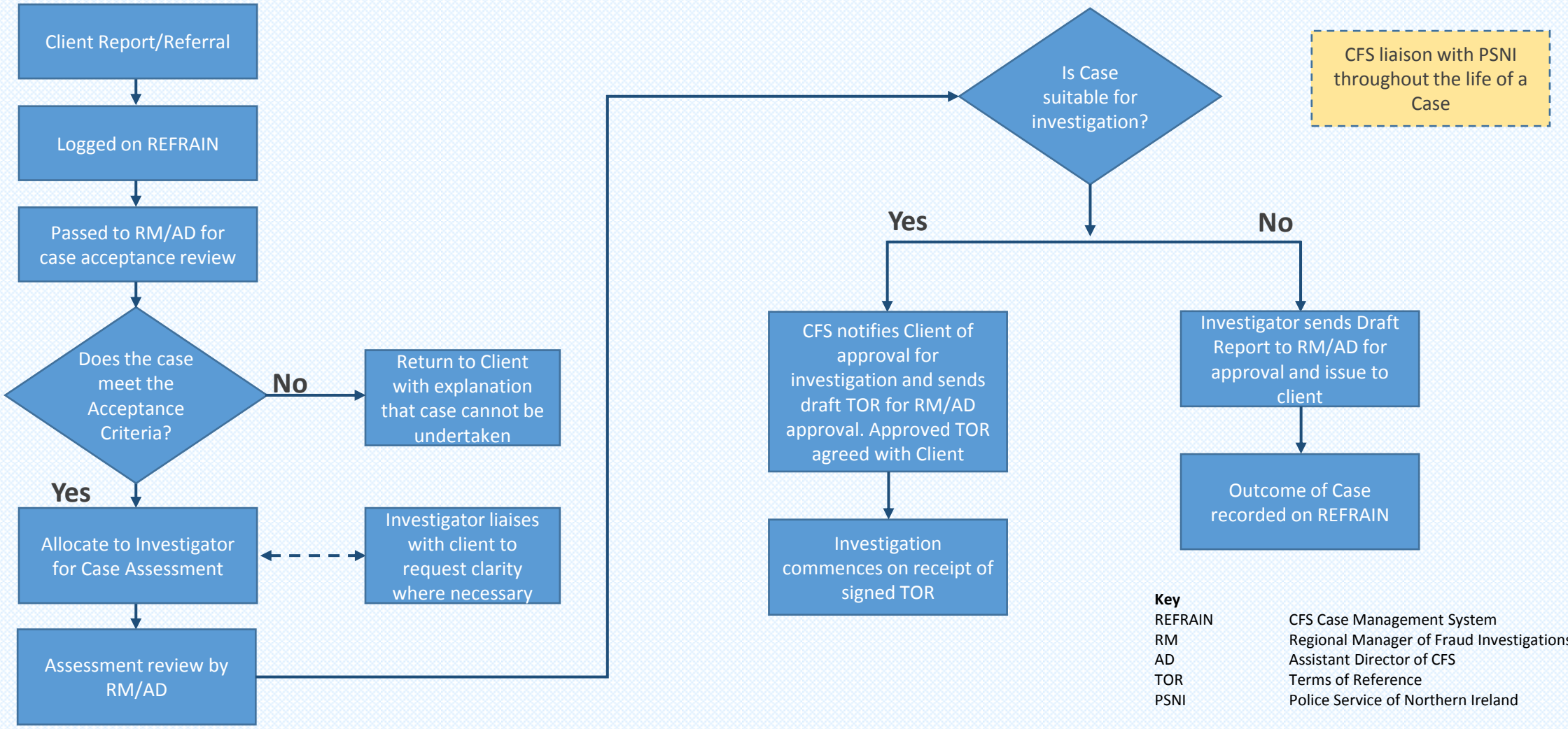
HSC Business Services Organisation



Counter Fraud Services

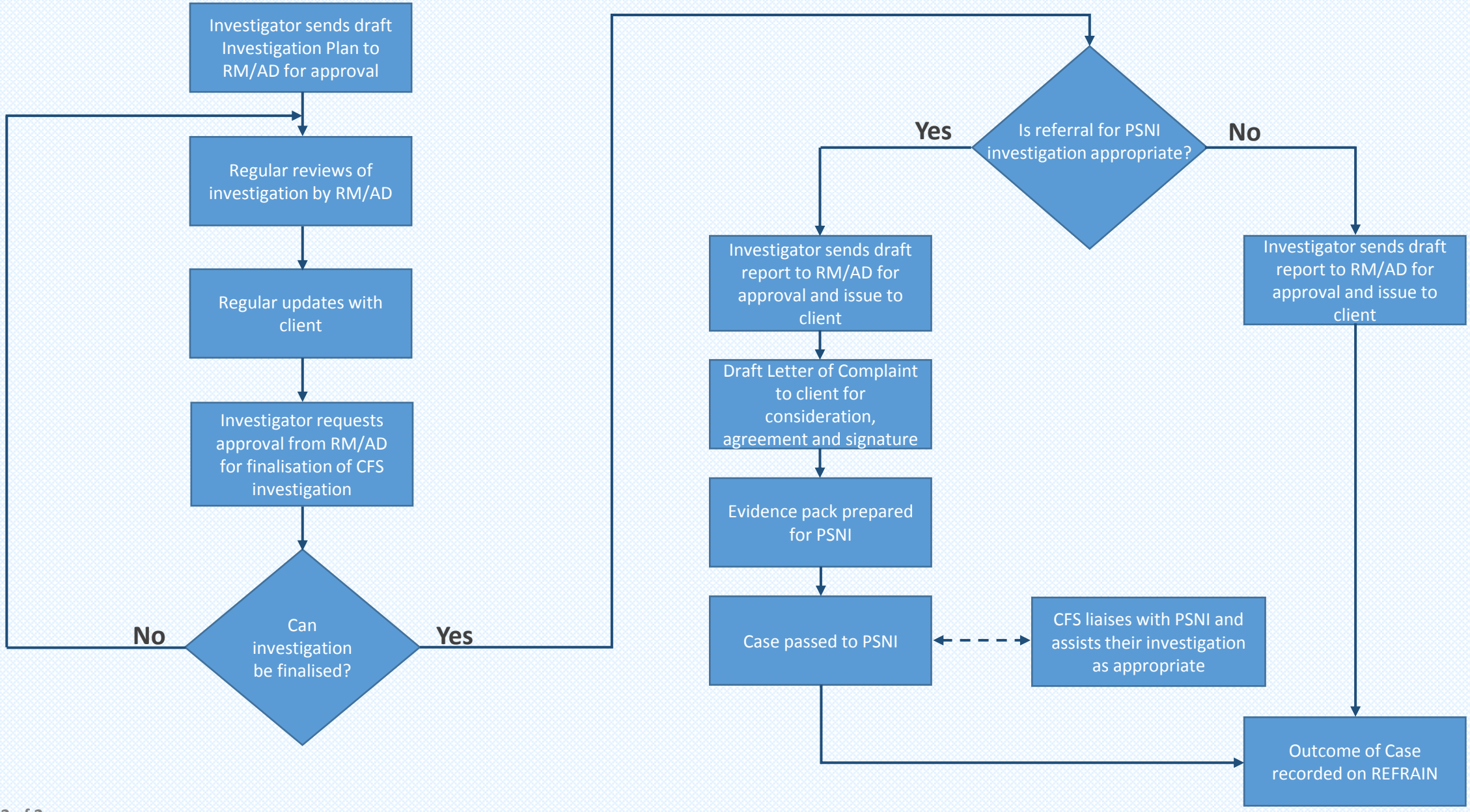
Investigation Process Map

HSC Business Services Organisation



Key

REFRAIN	CFS Case Management System
RM	Regional Manager of Fraud Investigations
AD	Assistant Director of CFS
TOR	Terms of Reference
PSNI	Police Service of Northern Ireland


Investigator sends draft Investigation Plan to RM/AD for approval
Regular reviews of investigation by RM/AD
Regular updates with client
Investigator requests approval from RM/AD for finalisation of CFS investigation
Can investigation be finalised?
No
Yes
Is referral for PSNI investigation appropriate?
Yes
No
Investigator sends draft report to RM/AD for approval and issue to client
Draft Letter of Complaint to client for consideration, agreement and signature
Evidence pack prepared for PSNI
Case passed to PSNI
CFS liaises with PSNI and assists their investigation as appropriate
Investigator sends draft report to RM/AD for approval and issue to client
Outcome of Case recorded on REFRAIN