

Injuries Resolution Board Information Guide

Who are the Injuries Resolution Board?

We are the independent and impartial State Body that resolve personal injury claims without the need for litigation. We use the same Guidelines as the Courts to calculate compensation.



What is a Personal Injury Claim?

A personal injury claim is a claim for compensation made by someone who has suffered an injury because of an incident or accident on our roads, in public spaces or in the workplace, that wasn't their fault.

What We Do

Where an injured person holds another person, business or organisation responsible for their injury, we work to help the parties resolve the claim. We do this through our mediation or assessment services, both of which are impartial and non-adversarial.

Who is involved in a Claim?

There are two main parties to any personal injury claim:

- **The Claimant:** The person who was injured and is seeking compensation.
- **The Respondent:** The person, business, or organisation that the claim is made against.

How Mediation Works

In mediation, an impartial mediator, works with the Claimant and Respondent to help them reach an agreed outcome. Our mediation service is primarily phone-based, voluntary, and confidential. When agreement is reached, we issue a document instructing the Respondent to pay the agreed sum of compensation to the Claimant. This document is called an Order to Pay and has the same status as a Court Order.

How Assessment Works

Our Assessment Service is paper/electronic based. Our assessors consider all documentation and matters relating to a claim. In most cases, we will arrange an independent medical examination for the Claimant. Once we have all the relevant documentation, we will assess the value of the claim and issue an assessment to the parties. If the assessment is accepted by all parties, we issue a document instructing the Respondent to pay the Claimant. This document is called an Order to Pay and has the same status as a Court Order.

How is Compensation Calculated?

We use the Personal Injuries Guidelines to calculate the level of compensation.

The Personal Injuries Guidelines set guideline levels for personal injury compensation awards in Ireland. The Guidelines are published and reviewed by the Judicial Council which is a body composed of all judges in Ireland.

Both the Injuries Resolution Board and the Courts must have regard to the Guidelines when making an assessment of compensation. If the assessment is made outside of the Guidelines, reasons must be provided.

Can I go straight to Litigation/Court?

Every claim which is not settled at an early stage directly with the Respondent or their representative must come to us.

We provide an assessment or offer mediation of a claim, unless the parties decline our involvement. If the parties to the claim wish to avail of our services and then are not satisfied with the mediated outcome or assessment, the claim is then released from our service and can proceed to court.

*How long does Resolution Take?

- **Mediation** takes an average of 3 months or less.
- **Assessment** takes 9 months or less in most cases.

According to independent research by the Central Bank of Ireland it takes a claim almost twice as long to be resolved through litigation than through our process.

* From the date the Respondent agrees to mediation, assessment or both.

Benefits of our Services for Everyone


Our services, when compared to litigation or Court are quicker and cost less. We provide fair and impartial claims resolution for all parties.

- For **Claimants**, this means faster resolution, a fair outcome and less stress.
- For **Respondents**, businesses, public bodies, and insurers our services means predictable timelines, less disruption, and lower overall costs.

Research

We collect and analyse data, and publish reports, on personal injury claims and awards to help contribute to greater transparency, and to inform policy and decision making in this area, while also supporting safety awareness and accident prevention.

Find out More: www.injuries.ie 

Get in Touch: **0818 829 121** 

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