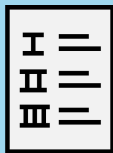




Independent investigators



Specific terms of reference

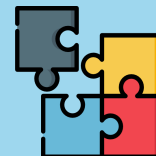
Sufficient information



Contacting family

10 standards for investigating serious incidents

Report coherence



Accessing full case records

Accessibility



Contributing factors



Learning

Action plan

