

International family tracing service – referral form

Confidential

***Date:**

***Name of enquirer** (name of person looking for family) – please write in capital letters and underline the surname:

***Address** (enquirer):

***DOB / Age:**

***Is the enquirer age disputed?** Yes ☐ No ☐

***Gender:** Male ☐ Female ☐

Other (specify)

Country of origin:

***Preferred language(s):**

***Interpreter required?** Yes ☐ No ☐

***Contact details (enquirer)**

***Telephone:**

***Email:**

Name of referral organisation:

Other useful contacts

Social workers

Key workers

Foster carer

**Other
(please specify)**

Any additional needs or information, please specify.

Trafficking ☐ **Mental health issues** ☐ **Safeguarding concerns (please specify)** ☐

Physical impairment ☐ **Other (please specify)** ☐

***Reasons for referral: Include cause of separation, relationship of sought person to the enquirer, date of separation, additional information if known, e.g., location of sought person/last known address.**

Important Information

- After we receive this referral form, we will contact the enquirer directly (or through a social worker/ foster carer) to arrange an appointment. We will provide language support or an interpreter should they require one.
- Once a case is accepted, future correspondence will be between the international family tracing service and the enquirer/service user unless it is for a child. The British Red Cross provides a confidential service. Therefore, we will not share their tracing enquiry information without their consent, unless there is a potential risk to the enquirer/service user or others, or where we are required to by law.
- In the view of the British Red Cross, the fact that a tracing request is or is not opened should not be considered as evidence that the sought person is/is not missing, or indeed that the person does/ does not exist. Neither should the opening of a tracing request be considered as credible evidence of efforts to contact family members, nor should the decision not to open such a tracing request be seen as absence of such credible evidence. In the same way, a request to transmit a Red Cross message, or a failure to so request, should not be considered as evidence of the relationship between the sender and the addressee, or of the status of the sender or addressee.

Section A: (Complete for all referrals)

Please confirm the following:

1. I have discussed this referral with the service user and they have consented to the British Red Cross processing their data.

Yes ☐ No ☐

2. I have made the service user aware that the British Red Cross will be contacting them directly.

Yes ☐ No ☐

3. The service user understands that the British Red Cross will make up to three attempts to contact them and/or the referring agency after receiving the referral. If we are unable to reach either party, or if the service user fails to attend two scheduled appointments, the enquiry will be closed. A new referral would be required to reopen the case. The record will be retained for 12 months from the point of closure before being permanently deleted.

Yes ☐ No ☐

Section B – Consent for Children (under 18)

4. For children under 16, I consent to the British Red Cross using text as a method of communication with this service user.

Yes ☐ No ☐

If you are not a social worker making this referral, please be aware that for children under 18, we must notify their social worker before proceeding with the tracing enquiry.

For official use:

Date received

Reference number

Date added to FLAnswers

The British Red Cross is committed to privacy and will use personal data for the purpose it was collected or other legitimate purposes we tell you about. For example, this could be to provide goods, services or information you have requested or to administer donations or services we provide.

We may also analyse data we collect to better understand the people who support us or those who use or deliver our services. Sometimes this means us combining that data with information from reliable public sources. Our research allows us to tailor communications and services in a more focused and cost-effective way, as well as better meeting your needs and the needs of others like you. However, we will never do this in a way that intrudes on personal privacy and will not use your data for a purpose that conflicts with previously expressed privacy preferences.

For full details about how we use personal data, our legal basis for doing so and your privacy rights, please see redcross.org.uk/privacy.