

Faye McKinlay  
2 Burnbrae Cottage,  
Mill Brae,  
Bridge of Weir  
PA11 3LD

Monday 25 August 2025

Dear Faye McKinlay,

I am writing to confirm that we have received your application for Scotland's Redress Scheme. Your application reference number is :  
APP787533

Your application will be assigned to a designated case worker who will be responsible for working on your application and will be a point of contact throughout the process.

Please note that due to the high volume of applications received we cannot currently provide a timescale for allocation of a case worker. We would like to reassure you that we are working hard to ensure your application will be assigned at the earliest opportunity.

You can continue to provide further information to the scheme in order to progress your application. You can also contact the team if you wish to discuss your application. They are here to help and answer any questions you may have.

We have reviewed the documents provided to date, and provide a summary of the further information required below.

In summary:

- Part 1; please confirm your preferred name / please confirm the contact details for your nominated beneficiary / please provide the name and contact details of the solicitor representing you
- Certified ID – information sheet included
- Name Change documentation
- Care records – information sheet included
- Supporting documentation
- Bank details

**Support service**



We have a support service who can provide practical support with the application, emotional support through the process and support to access records. If you would like to access support from our support service, please contact us on the details below.

### **Further Information**

We are enclosing a copy of the Summary of Options guidance, and a flow chart providing information about the application process, which we send to all applicants.

We provide some further information about the documentation required to progress your application below:

### **Part 1 Application**

We received your part 1 application, thank you.

Please can you confirm your preferred name? We will use this in all communications with you.

Please can you provide contact details; full address and post code for your nominated beneficiary?

Please can you provide the name and contact details for the solicitor representing you?

### **Bank Statement**

You have provided your bank details, thank you. In order to ensure any payment is only received by applicants we will require a bank statement to confirm your account. We do not need to see any transactions, simply your name, address, sort code and account number. If you have any questions regarding this please do not hesitate to contact me.

### **Certified ID**

This information is needed to confirm who you are.  
You must do this by providing a certified copy of your identification documents.

I have attached an information sheet regarding the types of identification required by the scheme and how to get them certified.

### **Certified Name Change Documents**

If your name has changed you will need to show evidence of this. Examples of this can include marriage, divorce or adoption certificates. These need to be **certified**.

## Care Records

For individually assessed payment applications, you need to provide one document to show you were in the care of each relevant care setting you mention in your application.

Please see page 22 of the “Help to Apply” guidance.

## Supporting Documents

For individually assessed payment applications, you need to provide at least one document that supports your statement of abuse.

You can read more about documents you can use on page 33 of the “Help to Apply” guidance.

If you have any questions about the contents of this letter, require additional copies of application forms, or require any further support concerning your application, please don't hesitate to get in contact with us.

## Telephone

0808 175 0808 (freephone)

Lines are open Monday to Thursday from 10am to 4pm, excluding Scottish public holidays. There is an answering machine at other times, and if you leave a message we will get back to you as soon as we can.

**Email** : [apply@redress-scheme.scot](mailto:apply@redress-scheme.scot)

**Post** : Redress, PO Box 24209, EDINBURGH, EH7 9GT

You can also contact the **Redress Emotional Support Helpline** directly on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind regards

Scotland's Redress Scheme