

Allan Graham  
Aiker Legal  
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Ellice Way  
Wrexham Technology Park  
Wrexham  
LL13 7YT

23 September 2025

Dear Allan,

We are writing to confirm that we have received your application for Scotland's Redress Scheme. Your application reference number is APP685236.

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 Application
  - 1) Certified ID (information sheet attached)
  - 2) Certified name change documentation (if your name has changed)
  - 3) Care records (information sheet attached)
  
- Part 3 Application
  - 1) Supporting documentation



## **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 attaching a copy of the Summary of Options guidance, and a flow chart providing information about the application process. We send these to all applicants.

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

### **Part 1 Application**

#### **Certified ID**

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

We 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.

We enclose an information sheet regarding the different ways to access care records.

### **Part 3 Application**

#### **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 contact 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