

Amanda Lynch
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1 October 2025

Dear Amanda,

We are writing to confirm that we have received your application for Scotland's Redress Scheme. Your application reference number is: APP206906.

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 – declaration (page 23 attached)
- Part 1 – further information
- Part 3 – declaration (page 13 attached)
- Part 3 – statement of abuse
- Certified ID – information sheet included
- Certified name change documentation if your name has changed
- Care records – information sheet included
- 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 enclosing 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

Declaration

You have completed Part 1 of the application, thank you, however your signature on the declaration page does not display fully. We attach an editable copy of page 23 of Part 1 for you to sign and return to us. A typed signature is acceptable. Please also enter the date.

In Part 1 of the application form there is some important information missing.

Terminal Illness

You have provided some information under section 4 of the application regarding terminal illness. **Please could you contact us immediately to confirm your health status in order that we can prioritise your application appropriately.**

If you have a terminal illness, Scotland's Redress Scheme will prioritise your application. You can choose to provide evidence of your illness using a copy of your DS1500 or BASRiS document. Please do not send the original.

If you do not have a DS1500 or BASRiS form, you can provide:

- a medical reference number
 - the details of a health practitioner who can confirm your diagnosis
- Please see page 15 of the "Help to Apply" guidance.

Nominated beneficiary

Please provide your nominated beneficiary's date of birth.

Part 3 Application

Declaration

You have completed Part 3 of the application fully, thank you, however your signature on the declaration page does not display fully. We attach an editable copy of page 13 of Part 3 for you to sign and return to us. A typed signature is acceptable. Please also enter the date.

Statement of abuse

You have ticked on Part 1 that you wish to apply for an individually assessed payment. This means that you need to complete Part 3.

This can be the most difficult part of the application to complete as it requires you to provide a statement of abuse. Please contact us if you would like some support to write your statement. Our Redress Support Service can offer practical support such as transcription and also emotional support.

Due to our file size limit for attachments we did not receive your initial statement of abuse. Please resend us it using the [guidance on our website](#).

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

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.

Contacting Us

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

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