

Thomas Murney
82 Dundonald Avenue
Johnstone
Renfrewshire
PA5 0NA

Monday 8th June 2026

Your payment and offer of non-financial redress

Dear Thomas,

Thank you for submitting your signed waiver for Scotland's Redress Scheme and accepting your payment offer of £40,000.

We aim to process your payment within 10 working days however this timescale will vary depending on individual bank systems.

As part of your redress offer, you are entitled to non-financial redress. This means you can access:

- emotional support
- help to get a personal apology

Below, you will find more information about how to go about receiving this.

Emotional support

If you would like to receive emotional support, please get in touch with me for more information.

These sessions are paid for by the Scottish Government and do not affect the money you will receive.

A personal apology

Another part of your redress offer is the opportunity to receive a personal apology. This could be from the Scottish Government or any other party involved in arranging or providing your care.

If you would like to receive a personal apology, we will work with organisations, where possible, to secure it for you.



If you would like to learn more about this please let me know. We can have a discussion about the next steps and what you might like to happen.

If you do not want emotional support or an apology

You do not have to take up either of these offers. Or, you may not want them now but could change your mind in the future. The offer is available to you for the duration of Scotland's Redress Scheme. You can get in touch in the future if you decide you want to know more.

By post

Redress
PO Box 24209
EDINBURGH
EH7 9GT

By email

apply@redress-scheme.scot

Please include your full name and date of birth when you write to us. This will help us to identify you and your application.

Further help and support

If you have any questions about this, or anything else related to your application, please do not hesitate to contact me.

Telephone

0808 175 0808 (freephone)
+ 44 131 297 6500 (international)

Lines are open Monday to Thursday from 10am to 4pm (BST), 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.

Wishing you well for the future,

Take care

A handwritten signature in black ink, appearing to read 'Lynn Higginson', followed by a long horizontal line.

Lynn Higginson
Case Worker
Scotland's Redress Scheme