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**Joanna McKenna - DOB 07/03/1987**

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**From** apply@redress-scheme.scot <apply@redress-scheme.scot>

**Date** Mon 2025-12-29 4:30 PM

**To** Michelle Sherratt <MichelleS@aikerlegal.org>

 5 attachments (604 KB)

Joanna McKenna 07.03.1987 - Scotlands Redress Scheme - First Assessment letter.docx; Accessing your Records information sheet - Individually Assessed Payment.docx; Confirming your identity as part of Scotland's Redress Scheme.docx; Flowchart.pdf; Scotland's Redress Scheme - Survivor Application - Summary of Options - V1.0.pdf;

Good afternoon,

I am writing in regards to your client, Joanna McKenna's application to Scotland's Redress Scheme which was received on 16 December 2025.

On application Form 1 your client's name is recorded as Joanna and the name of Joanne is also used, Please can you confirm the correct forename of your client? I also ask that you resend the personal statement of your client as this was unable to download with your email with the application forms attached.

I can confirm we have received application forms 1 and 3 and the signed declarations section 10 and 4 for both the application parts.

We have asked for the nominated beneficiary's date of birth as this information is required for the nominated beneficiary to be

recorded.

I would like to confirm that we are working hard to ensure the application will be assigned to a designated case worker at the earliest opportunity.

In the meantime, we have reviewed the documentation received to date. Please find the attached letter which details the further information required and a flow chart which outlines the application process to share with your client.

You and your client can contact us on the details below if you have any questions or would like additional support.

Kind Regards

## Scotland's Redress Scheme

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If you need to discuss the contents of this email, please contact Scotland's Redress Scheme using these details:

Telephone: 0808 175 0808 (freephone)

International: +44 131 297 6500

Lines are open Monday to Thursday, from 10 am to 4 pm (except Scottish public holidays)

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

If you're a British Sign Language user, you can use the contactSCOTLAND-BSL service to phone us on 0808 175 0808. Please see <https://contactscotland-bsl.org/> for information on how to use the service.

**From:** MichelleS@aikerlegal.org

**Sent:** 16 December 2025 12:15

**To:** <apply@redress-scheme.scot>

**Subject:** Re: Joanne McKenna. Application Submission. Signed Declaration and Personal Statement

Good Afternoon Of course, not a problem. Please see attached. Kind Regards Michelle Sherratt Aiker Legal

Merry Christmas! We will close December 23rd 16:30 for the festive period and re-open January 5th 09:00.

Aiker Legal Ltd

4a Edison Court, Elice Way,

Technology Park,

Wrexham,

LL13 7YT

0203 004 6549

[www.aikerlegal.org](http://www.aikerlegal.org)

SRA number: 8004747

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**From:** apply@redress-scheme.scot <apply@redress-scheme.scot>

**Sent:** Tuesday, December 16, 2025 11:12 AM

**To:** Michelle Sherratt <MichelleS@aikerlegal.org>

**Cc:** Support - Aiker Legal <support@aikerlegal.org>

**Subject:** Joanne McKenna. Application Submission. Signed Declaration and Personal Statement Good morning,

Please may these documents be resent as we are receiving an error message to say the attachments have failed and we are unable to open them.

Thank you

Scotland's Redress Scheme

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**From:** MichelleS@aikerlegal.org

**Sent:** 10 December 2025 15:48

**To:** <apply@redress-scheme.scot>

**CC:** <support@aikerlegal.org>

**Subject:** Joanne McKenna. Application Submission. Signed Declaration and Personal Statement

Dear Redress Scotland Team

I am writing to submit the initial components of a Redress Scotland application on behalf of a survivor of historical abuse in care.

Please find enclosed:

Application part 1 and signed declaration 10

Application part 3 and signed declaration 4

Joanne McKenna Personal Statement

Applicant Details:

NAME Joanne McKenna

DOB: 07/03/1987

Address – 116 Castlebay Street, GLASGOW, G22 7LR

We are currently in the process of finalising the remaining sections and supporting documents of this application, which will be submitted shortly as part of the full completion for our client above.

Should you require any clarification or additional documentation at this stage, please don't hesitate to let us know.

Kind regards

Michelle Sherratt

Aiker Support

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