

Mrs Mary Gandy
8 Lumphinnans Road
Lochgelly
KY5 9AR

Monday 22nd June 2026

Dear Mary

Subject: Update on Your Redress Application

Thank you for your courage in engaging with us so far. We recognise the strength it takes to share your story, and we remain committed to treating it with care, respect, and confidentiality.

At this stage, we are unable to progress your application as we have been unable to make contact with you despite our best efforts. To enable us to continue supporting you, we require the following information:

A valid email address and phone number.

A Supporting Statement Nominee: We have a number of 07350 510969 that isn't responding to WhatsApp messages.

A WhatsApp account so we can video call you, to legally verify your proof of address and ID.

We are mindful of the potential impact this process may have, and we want to ensure that any next steps with your application are taken with appropriate safeguards in place. However, as the application process is time sensitive, the above information is now needed urgently. Applications already received by Redress Scotland are taking on average 9-18 months to process so we want to ensure you do not miss this opportunity for your story to be heard.

We understand that circumstances can change, and there may be many reasons why contact might not be possible. Please know we remain here whenever you feel ready to reconnect. If you would like to re-engage with the process, or if you need to cancel the application, please could you let us know, so that we can update your case file.

We can offer guidance on what may be needed and explore ways to support you through the next stages safely. You can call us on 0203 004 6549, send a text/WhatsApp message to 07984 815011 (please note we are unable to accept calls on this number) or via email to support@aikerlegal.org

Please know that your voice matters, and your story remains held with care.

Michelle Sherratt

Legal Team Support Team

 +44 (0) 203 004 6549

support@aikerlegal.org

www.aikerlegal.org

Registered address: 4 Edison Court, Ellice Way, Wrexham Technology Park, Wrexham, Wales LL13 7YT
Company Reg No. 13551495 Authorised & Regulated by the Solicitors Regulation Authority ID No. 8004747