

From: Sam Morris | Aiker Legal
Sent: 18 August 2026 15:17
To: 'jennifer1965@hotmail.co.uk'
Subject: Follow up email

Dear Jennifer,

RE: Redress Scotland Application – Aiker Legal Ltd

Thank you for taking my call today. I am writing to confirm the details discussed and outline the next steps in support of your Redress Scotland application.

You have confirmed that you received and read all our client care / terms of business documents and fully understand as outlined the services we will provide. These have been signed and agreed by you.

You are now seeking to have your experience formally acknowledged through the redress process.

From our discussion, I understand that you were placed in care approx. age 13-16 yrs. This was through Fife Social Services. You recalled being placed in:

- **Balnacraig children's home**

We are here to support and assist you in preparing your application with care and dignity. Please note we cannot move forward unless you are actively engaged in the process. This means completing the necessary steps in the application process, responding to any follow-up requests and communications from our team.

We can confirm we are in receipt of the following:

- Client details and signed documents authorising us to act on your behalf
- A copy of your Saltire card for photographic ID
- A statement document or records relating to your time in care
- Your preferred method of communication (e.g., phone, email, post) and any accessibility needs
- Proof Of Address document – Fife letter

To move forward, we kindly ask you to provide or confirm the following:

- **Supporting Statement – to be confirmed**

As explained your bank details are needed for initial application submission to redress Scotland and will only be accepted in a specific format. Please provide the following in a pdf format or clear photo paper copy of your Bank statement showing the following:

- **Account holder name (you must be the account holder or a joint account holder)**
- **Address**
- **Bank name**
- **Sort code**
- **Account number**

You can also scan/screenshot this using your phone if you are able to. Alternatively, if you have WhatsApp on your phone, please take a full, clear photo of the information listed above from your bank statement then message it to me on 07984 815011 or email it. We do not need to see anything apart from the details highlighted above showing that you are the account holder.

We've begun the process of reaching out for subject access records – Data Protection to the relevant authorities, agencies, care institution/charities, NHS, school, police records / court records to gather information to support the completion and submission of your application to Redress Scotland.

All information will be handled securely and in line with our data protection policies, including GDPR compliance.

Once we've received this information, we will begin assembling your application, including your care history timeline, supporting documentation, and survivor statement. We will ensure that all materials are reviewed with you before submission, and that you remain in control of the pace and content throughout.

Please advise us straight away if there are any changes to your personal details, such as the following, so we can continue to contact you and keep your records updated for application purposes:

- **Name / Address**
- **Contact details such as email address or phone numbers**
- **Bank details**

If you have any questions, or would like to speak with us further, please don't hesitate to contact us on our main office number 0203 004 6549, or you can email us at support@aikerlegal.org. You can also send a message via WhatsApp / text to 07984 815011. Please note, we are unable to accept phone calls on this mobile number.

We are here to support you every step of the way.

Kind regards

Sam Morris

Aiker Legal Support Team

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