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support@aikerlegal.org

12/08/2026

Private and Confidential

Bernadette Gilheaney,
2 Alder Way,
Killingworth,
Newcastle Upon Tyne,
NE12 6TT

Dear Bernadette,

Ref: Introduction from Aiker Legal – Support with Your Redress Scotland Application

We are writing to introduce ourselves. We are Aiker Legal Ltd, a registered law firm with Redress Scotland, and we've been asked to reach out to offer our legal support. **Bamboo** has securely provided us with your details, as you are considering making an application to the Scottish redress scheme.

Bamboo has completed the initial onboarding by providing you with our **Terms of Business, mandates** which gives us **authority** and **permits Aiker Legal to act and to obtain information on your behalf**, along with Redress Declarations forms, all of which you are required to sign for your Redress application.

Bamboo assists **only with onboarding and administration** and does not provide legal advice or representation. From this point onwards, **we will be your legal representatives** and will handle your Redress Scotland claim on your instructions.

Our role is to guide you through the redress process, helping to prepare applications, gather supporting documents, and ensure that each submission is handled with care, clarity, and respect.

So that you are aware, a member of our team will shortly be in touch via the contact details you provided. We understand that this journey may involve difficult memories, and we are committed to working at a pace and in a way that feels right for you.

We would be happy to arrange a time to talk through the process and answer any questions you may have. You can reach us by phone on 0203 004 6549, via a WhatsApp/text message on 07984 815011, or by email at support@aikerlegal.org Please save our telephone numbers into your phone contacts so that you will know it's us calling.

Thank you for taking the time to read this message. We are here to support you with every step.

Warm regards,

Rebekah Ditcher

Aiker Legal Support Team.