## Flowchart of redress application process

**Key:** Scottish Government
Redress Scotland

Scotland's **Redress Scheme**

**Application sent to Scottish Government**

Your application can be sent in even if it is not complete or if you do not have all the documents you might need.

**Application reviewed and caseworker allocated**

A dedicated caseworker will contact you to discuss your application, communication preferences and the range of support available. When application volumes are high this can take some time.

**Further information requested**

Your caseworker will review your application and tell you if we need more information. This could include certified ID and supporting documents. We can refer you to organisations who can help to find this information.

**Verification of information provided**

Depending on the information, we may have to contact organisations to verify the information you provide. This could relate to your time in care or relevant previous payments you may have received.

**Review application pack**

Your caseworker will not send your application until you are happy for them to do so. They can advise you on how complete they think your application is.

**Application sent to Redress Scotland for decision**

Redress Scotland are an independent organisation who will write to you when they receive your application advising you of their timescales for decisions.

**Decision made by Redress Scotland**

Redress Scotland will organise a panel to make a decision on your application. They may ask for more information. Once a decision is made your application is then passed back to Scottish Government.

**Determination letter sent**

Your caseworker will send on your decision letter. You can ask for a review if you are unhappy with the decision. If you receive an offer you will also receive the waiver to sign.

**Payment made if offer accepted**

Payment is usually made in 10 days if you accept your offer. An apology and emotional support are also available alongside financial redress.