

Janie Verhees
10 Burnfoot Court
Grangemouth
Falkirk
FK3 0AL
United Kingdom

Monday 30 March 2026

Dear Janie,

I am writing to provide an update in respect of your application to Scotland's Redress Scheme. We can confirm we received your application on 23/03/2026. Your application reference number is: APP623265

Your application will be assigned to a designated case worker who will be responsible for working on your application and will be a point of contact throughout the process.

Please note that due to the high volumes of redress applications received, the time taken to have applications assigned to a case worker is taking longer than we would like. Whilst we cannot provide a timescale for how long it may take to have your application assigned to a case worker, it may be helpful to be aware that we are currently assigning applications that were received in March 2025.

We would like to reassure you that we are working hard to ensure your application will be assigned at the earliest opportunity. You can contact the team in the meantime if you wish to discuss your application. They are here to help and answer any questions you may have.

We have reviewed the documents provided to date and provide a summary of the further information required below.

In summary:

- Part 1 (further information)
- Part 3- statement of abuse
- Verified ID – information sheet included
- Care records – information sheet included
- Supporting documentation
- Bank details



Support service

We have a support service who can provide practical support with the application, emotional support through the process and support to access records. If you would like to access support from our support service, please contact us on the details below.

Further Information

We are enclosing a copy of a flow chart providing information about the application process.

We provide some further information about the documentation required to progress your application below:

Bank Statement

You have provided your bank details, thank you. In order to ensure any payment is only received by applicants we will require a bank statement to confirm your account. We do not need to see any transactions, simply your name, address, sort code and account number. If you have any questions regarding this please do not hesitate to contact me.

Part 3 Application

You have ticked on Part 1 that you wish to apply for an individually assessed payment. We have received your part 3 form and also require your statement of abuse.

This can be the most difficult part of the application to complete as it requires you to provide a statement of abuse. Please contact us if you would like some support to write your statement. We can offer practical support such as transcription and also emotional support.

For either type of application, we will require Part 2 of the application. This involves you providing a statement of abuse which can be the most difficult part of the application to be complete. Please contact us if you would like some support to write your statement. Our Redress Support Service can offer practical support such as transcription and also emotional support.

Verified ID

This information is needed to confirm who you are.

I have attached an information sheet regarding how to verify your identity.

Care Records

For individually assessed payment applications, you need to provide one document to show you were in the care of each relevant care setting you mention in your application.

Please see the “Help to Apply” guidance for further information.

I enclose information sheet regarding the different ways to access care records.

Supporting Documents

For individually assessed payment applications, you need to provide at least one document that supports your statement of abuse.

You can read more about documents you can use in the “Help to Apply” guidance.

Further help and support

If you have any questions about the contents of this letter, require additional copies of application forms, or require any further support concerning your application, please don't hesitate to get in contact with us.

Solicitor's fees

You can choose to involve a solicitor to support you with your application to Scotland's Redress Scheme. You do not need to involve a solicitor to make an application. You can contact us directly using the details below.

Scotland's Redress Scheme can pay fixed fees directly to your solicitor. This is available to all applicants and is not means tested. You should check that your solicitor will work for the fees available. They should request payment directly from Scotland's Redress Scheme.

You or your solicitor can find out more information on available fees by contacting us using the details below, or by reading the statutory guidance on gov.scot/redress.

Even though the fees are paid by Scotland's Redress Scheme, your solicitor is independent. They will work for you and not for Scotland's Redress Scheme.

Telephone

0808 175 0808 (freephone)

Lines are open Monday to Thursday from 10am to 4pm, excluding Scottish public holidays. There is an answering machine at other times, and if you leave a message we will get back to you as soon as we can.

Email : apply@redress-scheme.scot

Post : Redress, PO Box 24209, EDINBURGH, EH7 9GT

You can also contact the **Redress Emotional Support Helpline** directly on 0800 211 8403 where you can leave a message and someone will get back to you as soon as possible.

Kind regards
Scotland's Redress Scheme