

Liza Anderson
7h, Market Street
Macduff
Aberdeen
Scotland
AB44 1LL
United Kingdom

Monday 16 February 2026

Dear Liza,

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 04 February 2026. Your application reference number is: APP417197

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 February 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.

I can see from our notes that you have been referred to our support service for emotional/practical/record search. Please let us know if you are having a difficulty making contact with your link-worker.



In summary:

- Part 1 (further information)
- Certified ID – information sheet included
- Name Change documentation
- 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:

Part 1 Application

You have completed Part 1 of the application fully, thank you. However, you have not provided the full details for your nominated beneficiary Isla Anderson. Please provide Isla Anderson's date of birth and address.

Please also confirm if the postal code for your address is AB44 instead of AB43 as the part 1 form looks like it may have the incorrect postal code for your home address.

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.

Certified ID

I have attached an information sheet regarding the types of identification required by the scheme and how to get them certified.

Please see attached information sheet on how to certify documents.

Certified Name Change Documents

You have indicated you have previously been known as “Liza Watson”. If this was a legal name change, you will need to show evidence of this. Examples of this can include marriage, divorce or adoption certificates. These need to be **certified**.

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 page 22 of the “Help to Apply” guidance.

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 on page 33 of 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