

Karen McMaster
14 Garlieston Road
Glasgow
G33 4UB

16th July 2026

Dear Karen,

RE: Redress Scotland Application – Aiker Legal Ltd

Thank you for speaking with recently about your Redress application. I am writing to confirm the details discussed and outline the next steps in support of your 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 14. This was through Glasgow, Easterhouse Social Services. You recalled being placed in:

Cecil Street Children's Home from 1981-1984 approx

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 photographic ID
- A statement document relating to your time in care
- Your preferred method of communication is WhatsApp or telephone
- Your current Council Tax statement as Proof of Address

To move forward with your application, we kindly ask you to provide the following information as soon as possible:

- **Supporting statement from your daughter**

We've begun the process of reaching out for subject access records – Data Protection to the relevant authorities, agencies and care institution/charities 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 the outstanding 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.

Yours sincerely,



Deanna Bradshaw

Aiker Legal Support Team