

We are writing to confirm that we have received your application for Scotland's Redress Scheme, via your appointed solicitor. Your application has been assigned a reference number, which your solicitor can provide.

Your application will be handled by our case work team, who you can contact at any stage of the process. The case work team are available by phone on **0808 175 0808** from 10am to 4pm, Monday to Thursday. There is an answering machine available outside of these hours, and if you leave a message we will get back to you as soon as we can.

Please note that due to the high volumes of redress applications received, the time taken to have applications assigned within our case work team is taking longer than we would like. Whilst we cannot provide a timescale for how long it may take to have your application assigned within our case work team; it may be helpful to be aware that we are currently assigning applications that were received in March 2025. If you are over the age of 68 or are living with a terminal illness, your application will be prioritised.

We would like to reassure you that we are working hard to ensure your application will be assigned at the earliest opportunity. You can continue to provide further information to the scheme, either directly or via your solicitor, in order to progress your application. You can also contact the team if you wish to discuss your application. They are here to help and answer any questions you may have.

Your solicitor will work with you to gather and submit all necessary documents to complete your application, and you should keep in contact with them about this progress.

It may be helpful to note that for an application to be complete, the following documents are required, though we may require further information, which we will ask your solicitor for:

- Completed application forms, including bank details
- A statement about what happened to you during your time in care
- Certified ID
- Name Change documentation (if you have legally changed your name)
- Care records to show your placement in the setting(s) in your application
- Supporting documentation

Support service

We have a support service who can provide emotional support throughout the process. If you would like to access support from our support service, please contact us on the details below.



Further Information

We have provided a flowchart to demonstrate the process at the end of this letter.

Solicitor's fees

You have chosen to appoint a solicitor to support you with your application to Scotland's Redress Scheme.

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)

You can call us to speak to our case work team. 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

Flowchart of redress application process

