



The Redress Scotland Application Process

This leaflet gives you information on what happens when we receive your application for redress.



The Redress Scotland Application Process

When looking at your application, the panel members start with the presumption that any information you have provided is true and accurate to the best of your knowledge and belief. It is important to note that **only those with a direct role in relation to your decision will access your information.**

The application process has 4 stages:

Redress Scotland receives your application



Your application is allocated to a panel



The day of your panel



Redress Scotland sends your decision letter to the Scottish Government



If you are unsure about any part of the application process, please contact us.

Email us: enquiries@redress.scot

Call our General Enquiries Line: 0300 244 9090

Write to us: Redress Scotland, PO Box 27177, Glasgow G2 9NL

Redress Scotland receives your application



When we receive your application from Scottish Government, alongside this leaflet, we will give you information about how long you will have to wait until your application is seen by a panel.

We will check your application before it is allocated to a panel. This means that we will check that your application pack doesn't have anything obvious missing that the panel would need in order to make a decision.

If you are under 68 years old and do not have a terminal illness, your application will go into our queue. If you would like more information on this, then you can contact our General Enquiries line on **0300 244 9090**. If you have a terminal illness or are over 68 years old, we try to ensure that you are allocated to the next available panel.

If you would like more information on our timescales, please visit our website at **www.redress.scot/timescales-at-redress-scotland**

It is important to let you know that **you can add information to your application at any point of the process**, including while your application is with Redress Scotland. This can be right up to the panel sitting day (although if it is a large document the panel will need some time to read it).



If you would like updates on your position in the application queue, you can request this by:



Emailing us:

enquiries@redress.scot



Calling our General Enquiries Line:

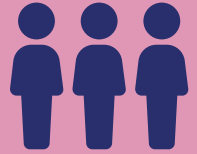
0300 244 9090



Writing to us:

Redress Scotland
PO Box 27177
Glasgow
G2 9NL

Your application is allocated to a panel



Your application will be allocated to a panel sitting day. Any conflicts of interest that a panel member may have with your application are looked at. This means the panel members who are making a decision on your application should have no prior history with you, or care settings that you were in.

Redress Scotland will send you a letter to let you know that your application has been allocated to a panel and the date when the panel sitting day will happen.

Your application is sent to the panel members 2 to 3 weeks in advance. This gives them time to look at all of the information you have submitted before the panel sitting day.

Panel members will look over your application and can ask your Scottish Government Case Worker questions about any other information they feel would be helpful to have ahead of the panel sitting day.

Occasionally the panel will contact you through your Case Worker ahead of panel to ask if you are able to provide more supporting information. They will only do so if there is enough time for you respond.

The day of your panel



The panel sitting day is held online.

- If your application is a **Fixed Rate Payment** or **Next of Kin** then you will have **2** panel members.
- If your application is an **Individually Assessed Payment** or **other type of application**, then you will have **3** panel members.

The panel members will discuss your application thoroughly and make a decision. This will either be a decision which results in financial redress, a deny decision or a request for further information.

The panel members will write a letter to you with the outcome and explain their decision. They take a lot of time and care in writing this. Letters are then quality checked by members of our management team. We aim to get your letter to Scottish Government within 5 working days.

Most of the time, panel members are able to make decisions on applications on the panel sitting day. However, there are sometimes occasions when they need to ask for more information. Either way, they will write to you after the panel sitting day to explain their decision.

Redress Scotland sends your decision letter to Scottish Government



We will send your decision letter to your Scottish Government Case Worker. They will have 5 working days to make up your decision pack. Redress Scotland cannot communicate the decision directly to you.

If you are not happy with the decision then you can request a review. If you choose to request a review, this will be scheduled within two months.

The review panel cannot decide a lower redress payment than the original panel made. **You will never be disadvantaged for requesting a review.**



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