

Your application to Scotland's Redress Scheme

This guide explains what will happen when you apply for redress. Both the Scottish Government and Redress Scotland will review your application, and may need to contact you to discuss it. You can learn more about key steps in the process below.

Steps 1-4 are handled by the Scottish Government



Step 1: Start your application

You must complete Part 1 and either Part 2 (Fixed Rate Payment) or Part 3 (Individually Assessed Payment). A solicitor can give you independent legal advice on making an application. [Full details of how to apply for redress are available on the Scotland's Redress Scheme website.](#)



Step 2: Send your application form to the Scottish Government

You can send in your application form to the Scottish Government at any point. A case worker will review your application and let you know if any information is missing.



Step 3: Complete your application

Once you've completed your application, a Scottish Government case worker will review it again, carry out the required checks and ask if you are ready for them to submit your application to Redress Scotland.



Step 4: Decide if you want to submit your application

If you are ready and want to go ahead with your application, your Scottish Government case worker will submit it to Redress Scotland on your behalf.

Steps 5-8 are handled by Redress Scotland



Step 5: Redress Scotland receive your application

Your application is allocated to a sitting panel and these panel members review and consider all of the documents in your application.



Step 6: The panel meets to make a decision

Panel members will meet to make a decision on your application.



Step 7: The panel might need more information

Sometimes panel members need more information before they can make a decision. If they need more information they will ask you for this by writing a letter to your Scottish Government case worker.



Step 8: The panel sends the decision to the Scottish Government

The panel will make a decision and write a letter to tell you what they have decided. Redress Scotland will send the decision letter to your Scottish Government case worker.

Steps 9-11 are handled by the Scottish Government



Step 9: Receive a letter with the decision

The Scottish Government will send you the decision letter from Redress Scotland. If an offer is made you will also receive a legal waiver to sign. A solicitor can give you independent legal advice about the waiver.



Step 10: Accept or reject the offer

You have 6 months to decide whether or not to accept the offer. You can also ask for a review of the application decision. Your Scottish Government case worker can tell you more about the review process.



Step 11: Receive your offer and access support

You will receive your offer by letter from the Scottish Government and you may have the offer of additional support and apology.