

# Information about in-person meetings

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This leaflet gives you information on Redress Scotland's in-person meeting process and what to expect if you are invited to attend one of these.



## What is an in-person meeting?

An in-person meeting is an opportunity for you to meet with the panel members to discuss your experience of abuse.

## Where does an in-person meeting take place?

It's important that you feel comfortable and able to give the panel member(s) as much information as you want.

Your Scottish Government caseworker will be in touch with you to arrange what suits you best. You may wish to continue making arrangements through them, or you may prefer to communicate directly with Redress Scotland Engagement Lead. It is your choice.

The meeting will take place at a location that suits you best. It could be in a hotel, in your solicitor's office, online or by telephone.

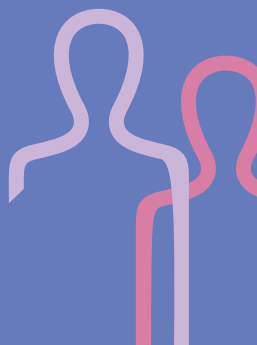
## Why might you be invited to an in-person meeting?

If the panel members who have considered your application want to understand more about your experience of abuse, in order to make a decision, they may invite you to an in-person meeting.

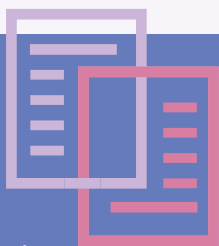
The panel members will only invite you to an in-person meeting if there are exceptional circumstances. For example, accessibility reasons.

The panel members may also invite you to an in-person meeting if they are satisfied that there is no other way to get more information, which would be important for them to make a decision.

It is important for you to know that the panel start from the basis that the information you give is true and accurate to the best of your knowledge and belief.



## Who attends the in-person meeting?



You, the panel member(s), and Redress Scotland's Engagement Lead will attend the meeting. You may also want your legal representative or a supporter to attend. If you bring a supporter with you, they can stay with you or, if you prefer, they can wait for you outside the meeting room.

## What will happen on the day of the in-person meeting?

Your experience is unique so no two in-person meetings will be the same. However generally speaking you will...

- Firstly, meet the Engagement Lead, who will go over what to expect and make sure that you are comfortable. You can ask them any questions about the meeting before you meet the panel member(s). They will be with you to support you during the meeting.

- Once you feel comfortable, you will then meet the panel member(s). You can choose to give your opening thoughts or, if you prefer, the panel member(s) will ask you some questions so that they are clear about what happened to you. You do not have to answer any questions that you do not want to and you do not need to give a reason for not answering any questions.

The Engagement Lead will take some notes of the meeting, which they will share with you afterwards. This is so there is a record of the meeting and that you can confirm that all of the information you shared in the meeting is accurate.

**If, at any point, you want to take a break or you do not want to continue the meeting, you have that choice.**

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## How many panel members attend the in-person meeting?

Generally only one panel member will attend the meeting. If you would feel more comfortable meeting two, or even all three panel members, this can be arranged. However, this may take slightly longer to arrange.

## What happens after the meeting?

The Engagement Lead will be available to speak with you directly before and after the meeting. If you need any additional support, they can arrange this.

You can also contact your Scottish Government caseworker to arrange any help that you need in the weeks after the meeting.

You will receive a copy of the note of the discussion. Once you have agreed that it accurately reflects the discussion at the meeting, it will be added to your application and shared with the panel members

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## Do you have to attend the in-person meeting?

No, you do not have to accept the invitation to the in-person meeting. If you choose not to accept this invitation then the panel will make a decision based on the information that it has.

## Will I have to pay to attend the in-person meeting?

Your travel costs to attend the meeting and return home will be paid for you. Please contact your Scottish Government caseworker to arrange this.

We will also make sure tea, coffee and biscuits are provided during the meeting.

## What if I cannot attend on the day?

We recognise that things can change. You may not be able to make the date or you may decide that you don't want to attend anymore. The meeting can be cancelled, postponed, paused and started again to suit you. Please let the Engagement Lead, or your Scottish Government caseworker know as soon as possible.





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