

Redress Support Service



redress
SUPPORT SERVICE

About Us



About this document



This is an Easy Read information document.



It will tell you about the **Redress** Support Service.



Redress is a way of saying that what happened to you was wrong.

About the Redress Support Service

The Redress Support Service can help you if you are:



- filling in the forms for the Scottish Government's Redress Scheme – this is called **applying**
- thinking about applying



The Redress Support Service offers support that suits each person's needs.



We have a team of staff called Link Workers.

And we bring in other special support organisations.



We have a phone line to give **emotional** support.



Emotions are our feelings.

Feelings like shock, anger, fear or relief.

About support

We can give you:



- time and space for deep conversations



- practical support you might need



- emotional support you might need



- support that is designed for you and your needs – from our Link Workers and other organisations we work with



- special organisations that can help you find your records



- a phone helpline for emotional support



We can help you:

- when you are thinking about applying
- when you are applying
- if you have already applied



We can also help people who:

- are applying for their close relative – for example, for their wife or brother
- are helping someone else to apply

How to get in touch with us



A Case Worker at Scottish Government can **refer** you to us.



Refer or a **referral** means an agreement between 2 organisations that someone should get a service.



You can find out more if you click [here on our website.](#)



You can also phone our helpline if you want to talk things through or ask any questions.

The phone number is below.

Our Emotional Support phone helpline



Our Helpline phone number is
0800 211 8403.



Anyone can phone it – even if they have not been referred to the Redress Support Service.



It is free to phone.



If no one answers when you phone,
please leave us a message.

We will phone you back.

These organisations work together to run the Redress Support Service:



- Glasgow Psychological Trauma Service
- Health in Mind
- Penumbra Mental Health
- the Scottish Government