



Scotia

## If my claim (from another country) is to be considered in this country - Scotland

**Which authority decides on a claim for compensation in cross-border cases?**

**Criminal Injuries Compensation Authority (CICA)**

Alexander Bain House  
Atlantic Quay  
15 York Street  
G2 8JQ  
Glasgow

Telephone: 00 44 300 003 3601

Web: <https://www.gov.uk/government/organisations/criminal-injuries-compensation-authority>

**Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?**

We will accept an application directly from you without having to go via the assisting authority in your home country.

**In which language(s) do the compensation authorities(s) accept the:**

- claim?
- supporting documents?

Our preference is to receive these documents in English.

**If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?**

We will pay for these translations.

**Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?**

We do not charge for our services.

**If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?**

We process applications and correspond with applicants in writing. You do not need to be present.

**Is an interpreter provided, in case I have to be personally present?**

Not applicable.

**Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?**

We will accept reports from medically qualified practitioners in other countries.

**Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?**

We do not pay travel expenses.

**How long does it take approximately to get a decision on compensation from the authority/body?**

We aim to resolve straightforward cases within 12 months of receipt. Complex cases will take longer. We will not make a final decision on your case if your medical treatment is ongoing or your level of recovery is not known.

**In which language will I receive the decision on my claim?**

We will correspond with you in English.

**If I am not satisfied with the decision, how can I challenge it?**

If you disagree with the original decision and want us to review it, you must send us your written application for a review within 56 days of the date of the original decision. You will need to enclose any additional evidence that you wish us to consider in support of your claim.

When we get your request for a review along with all your supporting information, a claims officer, other than the one who made the original decision, will consider it. The review decision can be made more or less favourable than the original decision, or the original decision may be unchanged.

If you disagree with a review decision, you can appeal to the First-tier Tribunal (Criminal Injuries Compensation) in accordance with Tribunal Procedure Rules. You can find these rules on the [First-tier Tribunal website](#).

**Can I get legal aid (help from a lawyer) under the other country's rules?**

You do not need a paid representative such as a solicitor or claims management company to apply for compensation. If you choose paid representation we cannot meet the cost of this, and you will have to pay these costs yourself.

**Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?**

You can contact the [Victims and Witness Information Service](#) for help with your application.

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