

Harrods Redress Scheme – final update ahead of scheme closure

10 February 2026

Content note: This update contains information about the Harrods Redress Scheme and may be difficult to read. Please take your time and only read it when you feel safe to do so.

Section I

Harrods Redress Scheme

Quick summary

- The scheme closes to new applicants on **31 March 2026**.
- Applications submitted by the deadline will continue to be processed after that date.
- Harrods will accept **part-completed applications**, provided they are submitted by 31 March 2026.
- Over **180** survivors are currently engaged in the scheme.
- Harrods has paid compensation to over **50** applicants so far.
- Harrods will pay the reasonable legal costs of eligible applicants.
- Counselling support remains available after the scheme closes.
- Support from the Independent Survivor Advocate (ISA) will continue beyond 31 March 2026.

Scheme closing date

The Harrods Redress Scheme launched on 31 March 2025 and currently has over 180 survivors engaged in the process. Harrods acknowledges and thanks all those who have come forward and participated in the scheme to date.

The scheme remains open to new applicants until **31 March 2026**.

Please be assured that any applications submitted but not resolved by 31 March 2026 will continue to be processed after this date.

If you intend to submit an application but doubt you will be able to do so before the 31 March 2026 deadline, please note that Harrods will accept part-completed applications provided they are submitted by that deadline.

As this is the final update to survivors before 31 March 2026, Harrods wants to ensure that anyone who wishes to submit an application has the opportunity to do so

prior to the scheme's closure.

Questions, eligibility and support with applying

If you have any questions about applications, eligibility or the redress process, please contact MPL Legal (Harrods@mpllegal.com) or one of the specialist law firms who consulted with Harrods in the development of the scheme (and who now act for survivors involved in the scheme).

Applicants are reminded that Harrods will pay the reasonable legal costs of any applicants who are deemed eligible for the scheme.

Feedback from survivors

It is important for Harrods that the scheme remains survivor informed. Harrods is grateful to survivors who have already shared their experiences and feedback, which has helped to clarify and modify the scheme, and Harrods welcomes any further feedback.

Progress of claims

In previous updates, we confirmed that the scheme has been resolving claims and paying compensation since April 2025.

Harrods has already paid compensation to over 50 scheme applicants in respect of claims pursued via both the medical and non-medical pathways.

Harrods is encouraged by the pace of progress being made to providing an effective route to compensation, particularly as other comparable redress schemes have taken many years before the first claim is settled.

A stated goal of the scheme is that survivors are compensated quickly, and Harrods remains committed to this continuing following the closure of the scheme. It remains Harrods' intention that every eligible survivor within the scheme should receive support and compensation in full.

Full details of the redress scheme, as well as details of the specialist law firms consulted with in relation to the scheme, are available here: [here](#) .

Note If reading this update has been difficult, please consider taking a break and returning to it later. If you need support, you may wish to contact your chosen support services, your solicitor, or the ISA.

Section II

The below is information and updates of note, additional to the scheme itself, please read if you are comfortable and interested in learning more.

Memorandum of Understanding (MOU) with KP Law

You may have seen media coverage in relation to an alternative settlement process which has been put in place between Harrods and KP Law, a law firm representing survivors who are not taking part in the Harrods Redress Scheme.

Harrods has always acknowledged that the scheme is not the only route to redress, and that it might not be suited to all survivors.

With the above in mind, Harrods has agreed a separate process with KP Law whereby, during 2026, KP Law will submit their clients' claims for review. Harrods and KP Law will then discuss whether a global lump sum settlement of those claims can be agreed.

Although it is hoped that the settlement discussions with KP Law will be productive, Harrods has not made any commitment to agree settlements. This contrasts with the redress scheme, in which Harrods has made a commitment to pay compensation to all eligible applicants.

Please also note that Harrods will not consider any offers of settlement outside the redress scheme that do not align with the established legal principles for compensation which underpin the redress scheme.

Harrods remains strongly of the view that the redress scheme is the most favourable route to resolution for survivors. Harrods has developed its scheme to be as trauma-informed and supportive to survivors as possible, and recognises that survivors will choose different routes and respects each survivor's decision about what feels right for them.

Key points about the scheme (for information)

- The Harrods Redress Scheme is voluntary. Survivors can remain in the scheme or decide at any point to pursue alternative routes of redress such as court litigation and/or claims against the estate of Mohamed Fayed.
- Once eligibility for the scheme is confirmed, Harrods is committed to paying compensation in accordance with the scheme rules and subject to the

independent checks and balances.

- Within the scheme rules, there are mechanisms for negotiation and an independent appeal process if a survivor is unhappy with the compensation offered.
- A survivor can withdraw from the scheme at any time and still have their reasonable legal costs reimbursed by Harrods (subject to the scheme rules).
- Harrods will pay the reasonable legal costs of eligible applicants. One benefit of this is that there should be no need for claimant lawyers to charge a success fee. This means survivors should receive 100% of their compensation. Harrods continues to advocate for transparency in relation to success fees and for compensation payments to be paid in full to survivors (i.e. for no success fees).
- For survivors wishing to follow the medical pathway, the scheme provides for an assessment by one jointly appointed independent psychiatrist.
- Under the scheme, claims are assessed and negotiated individually. Harrods believes this supports individualised outcomes.

DSAR – Data Subject Access Requests

Over the past few months, Harrods has fulfilled a number of DSARs. These remain confidential, with the results shared only with the applicant or, where appropriate, their representatives.

As part of the delivery of occupational health services, the Harrods Corporate Health Services (CHS) at the time sent samples to be tested by an external company, The Doctors Laboratory (TDL). Harrods has recently been made aware that some medical records (not previously believed to be available) are still retained by TDL.

Anyone who wishes TDL to undertake a search for any of their records should contact them using the following email: dataprotection@tdlpathology.com.

Please be aware that historic records can sometimes contain upsetting or unexpected information.

The Fayed Estate

Harrods continues to press for the appointment of an independent administrator of the estate of Mohamed Fayed and is supported in this endeavour by many of the law firms representing survivors.

The involvement of the Fayed Estate potentially opens a route for survivors who have no connection to Harrods (and so are not eligible to apply to the Harrods Redress Scheme) to make claims directly against the Fayed Estate.

It also opens a route for Harrods to seek a contribution for the amounts paid to survivors by Harrods from the estate of the individual who carried out this abuse.

All-Party Parliamentary Group (APPG)

In December 2025, the formation of a new All-Party Parliamentary Group (APPG) was formally announced: the All-Party Parliamentary Group for the Survivors of Fayed and Harrods.

Harrods understands that the APPG wishes to consider the Harrods Redress Scheme and other issues related to Harrods.

In a spirit of cooperation, Harrods has written to the co-chairs of the APPG, Wendy Chamberlain MP and Dave Robertson MP, to offer information on the redress scheme and the wider Harrods business.

Dame Jasvinder Sanghera, the Independent Survivor Advocate (ISA), has also established contact and will support the APPG in providing insight and the perspective of survivors within the scheme.

The APPG has invited survivors to provide information directly through a survivor questionnaire and is scheduled to commence its first meeting later this month.

ISA and counselling support

Harrods is pleased to confirm that Dame Jasvinder will continue in her role as the Independent Survivor Advocate (ISA). She has already supported more than 100 survivors and provided important advice and guidance.

Whilst the scheme will close to new applicants on 31 March 2026, Dame Jasvinder will continue to provide support to existing and new survivors after the closure of the scheme.

As part of her role, Dame Jasvinder has established a support network and she will continue to support this group.

Harrods has reminded survivors and the law firms advising survivors about the availability of counselling services to eligible applicants. This support will remain available after the scheme has closed to new applicants.