

How to find us

Scottish Refugee Council

Portland House, 17 Renfield St,
Glasgow
G2 5AH

Tel: **0141 248 9799**

Website: www.scottishrefugeecouncil.org.uk



ScottishRefugeeCouncil



ScotRefCouncil



Scottish Refugee Council, 17 Renfield St, Glasgow, G2 5AH

Tel: 0141 248 9799 Fax: 0141 243 2499 Web: www.scottishrefugeecouncil.org.uk

Scottish Refugee Council is a charity registered in Scotland.

Registered Charity: SC008639 OISC Reference: N2000100084

Welcome to Scottish Refugee Council



scottish
refugee
council

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Who we are

Scottish Refugee Council is a charity that provides advice, information and assistance to refugees and those seeking asylum in Scotland.

We are a human rights organisation. We are not part of the UK Government or Home Office. We provide a confidential and independent service.

We value diversity and treat all individuals fairly, with dignity and respect.

Services Opening Times

Monday, Tuesday, Thursday and Friday (9:00 – 5:00)

Wednesday (1:00 - 5:00)

Please make an appointment by calling **0141 248 9799**.

(If you have an emergency, we may be able to see you without an appointment)

How we can help

We provide a safe, supportive and welcoming environment for both our staff and for people using our services.

We provide advice and information about the asylum process, housing, health, work and other related matters. We will refer you to other agencies when they have a responsibility, can help or advise you better.

How to use our services

Advice for refugees and asylum seekers

- If you come to our offices without booking an appointment, we may be able to see you on that day if it is an emergency, but you may have to wait for a long time.
- Every case is different and some are more urgent than others. This means that some people who come to the office after you may be seen first.
- You may not be offered an appointment right away, therefore please make use of the information we provide.

Appointments

- Call us to make an appointment: Tel: **0141 248 9799**.
- Be on time for your appointment. If you are late, we will probably not be able to see you and may not be able to arrange your appointment for another day.
- If you prefer to speak with a male or female adviser or interpreter, we will try to arrange this. Our office can get very busy. In order to help everyone, we need your co-operation.
- Bring any documents related to your case when you come to our office. It will help us to help you.

Interpreters

- We advise against using friends or family to interpret.
- If needed, we will book an interpreter and pay for their time.
- If you cannot come to your appointment, please phone to cancel. We are a charity with limited funds. If you are late or miss your appointment, we still have to pay the interpreter.
- If you have problems with an interpreter we provided, please tell us.

Children

- Children and buggies are welcome in our office but you may find it easier to talk to an adviser if they are not with you.
- We have baby changing facilities at our office.
- We cannot look after your children while you are seeing an adviser.

Remember we cannot:

- Represent you in legal matters. However, we can help you find a qualified legal representative.
- Provide accommodation. But we can help you apply for any accommodation you are entitled to.
- Change decisions made by the Home Office or other bodies, but we can advocate.

Acceptable behaviour

- We understand how confusing and stressful things can be. However, it is unacceptable for anyone to experience threatening behaviour, intimidation or attack. Behaviour of this kind may result in a ban from our office and services.

Suggestions and complaints

- If you would like to suggest how we can improve, please speak to one of our advisers or fill in a complaint form available at our office.
- Completed complaint forms may be submitted to our staff or placed in the suggestion box located in our office.
- You can also complain to the Office of the Immigration Commissioner (OISC): <http://www.oisc.gov.uk/>.