

Client Charter



October 2011

Client Charter - English

Scottish Refugee Council is a charity which provides impartial advice, assistance and support to asylum seekers and refugees in Scotland. We are an independent organisation.

You have a right to:

- 1 a free and confidential service;
- 2 the use of our freephone advice line service;
- 3 impartial advice and information;
- 4 information concerning UK and Scottish Government policy changes;
- 5 the services of an interpreter if needed;
- 6 ask for a male or female caseworker or interpreter and we will try to accommodate this request; and
- 7 complain if we do not meet the standards of service.



Our service is limited:

- 1 Monday, Tuesday, Thursday and Friday mornings we offer drop in advice from 9:30 – 12:30
Monday, Tuesday, Wednesday and Friday afternoons we offer advice by appointment only from 14:00 – 16:00
- 2 We cannot look after your children.
- 3 We cannot provide home visits.
- 4 We can give you different choices, but we cannot make them for you. Our role is to help you do things for yourself.

All Scottish Refugee Council caseworkers:

- 1 will be punctual – if we are late, we will keep you informed although may not be able to explain why this is the case due to confidentiality of others cases;
- 2 return telephone calls within 24 hours (except week-end and public holidays); and
- 3 reschedule appointments as soon as practicably possible if we need to cancel the previously arranged appointment.

If you are unhappy with our services:

- 4 speak to your adviser and discuss the problem with them
- 5 if you prefer, raise your concerns with a senior member of our staff

If you are still unhappy:

Ask to use the complaints procedure. You can also complain to the Office of the Immigration Commissioner (OISC): <http://www.oisc.gov.uk/>