

How we can help

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

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, accessing asylum support (cash support and accommodation), living in Scotland and other asylum related matters. We will refer you to other agencies when they can help or advise you better.

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 cooperation.**

Remember we cannot:

- Represent you in your asylum claim. 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

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, 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, tell us.

Children

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

How to use our services

Drop in advice

- 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 or be seen at all – therefore please make use of the information we provide.

Group Information Sessions

- You can attend our free group information sessions to learn about the asylum process, available support, your rights and entitlements and learn how to access or apply for these things.
- Sessions aim to answer questions and resolve problems; you should attend a session before we give you an appointment
- Speak to one of our staff to book your place at a session or call **0800 085 6087** (free to call from land-line, not from mobile)

Appointments

- You must have an appointment to speak to an adviser.
- Call our advice line to make an appointment: **Tel: 0800 085 6087** (free to call from land-line, not from mobile)
- 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.

Acceptable behaviour

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