

How to find us

We are on 29th floor of the YMCA building at 33 Petershill Drive in Glasgow. Use the lift to get to our office on the 29th floor.



We value diversity. We are committed to providing a service and workplace free from all forms of harassment and discrimination.

We work with all members of the community irrespective of race, religion, age, nationality, ethnic or national origin, gender, sexual orientation, or disability.

Scottish Induction Service, 29th Floor, 33 Petershill Drive, Glasgow
G21 4QQ Tel: 0141 558 6268 Fax:0141 558 9397,
www.scottishrefugeecouncil.org.uk Scottish Refugee Council is a charity
registered in Scotland. SC008639 OISC Reference: N2000100084

Scottish Induction Service (SIS)
How we can help



April 2011

29th Floor

33 Petershill Drive

Glasgow, G21 4QQ

Tel: 0141 558 6268

Tel: **0800 085 6087** (calls free from landlines, not from mobiles)

Website: www.scottishrefugeecouncil.org.uk



Who are we?

The Scottish Induction Service (SIS) is part of Scottish Refugee Council.

We are a charity. We are **not** part of the UK government or Home Office. We provide a confidential and independent service.

We provide advice and information on the asylum process, accessing asylum support (cash support and accommodation) and can help you find legal advice and medical care.

Opening times

Monday	9:30 – 13:00 and 14:00 – 16:00
Tuesday	9:30 – 13:00 and 14:00 – 16:00
Wednesday	14:00 – 16:00
Thursday	9:30 – 13:00
Friday	9:30 – 13:00 and 14:00 – 16:00

How we can help

At SIS we can:

- Provide information about the asylum process
- Give you information and advice about asylum support and accommodation
- Advise you about your rights and your entitlements
- Explain important documents
- Help you find a qualified legal representative working in asylum law in Scotland
- Speak to the Home Office on your behalf
- Help you to register you with a GP and provide you with a map and travel instructions on how to get there
- Help you if you experience harassment due to your race, religion, sexuality, gender e.g. domestic violence/abuse
- Refer you to other specialist agencies if we cannot help
- Assist you with complaints if you do not get the help you are entitled to
- Provide you with information about refugee and other community organisations in your local area
- Provide practical information about life in the UK, including areas like social care and essential living needs

We cannot:

- Represent you in your asylum claim
- Provide legal advice; but we can advise on entitlements and the meaning of laws
- Change decisions made by local authorities or by the Home Office

Using our services

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

Children

Children are welcome in the SIS office. Please do not leave children alone at home – bring them to your appointments.

Suggestions and complaints

We value your opinion. Please complete our questionnaire so that we can continue to improve our services. You do not have to provide your name on the questionnaire.

If you would like to make a complaint, speak to one of our advisers or fill in a complaint form available at our office.

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