

Migrant Help Asylum Services

Migrant Help provides free independent advice and guidance to assist asylum seekers in the UK move through and understand the asylum process. We run a national helpline that is free and accessible to all asylum seekers in the UK.

Contact our helpline on 0808 8010 503
24 hours a day, 365 days a year

We can advise you in your language on topics such as:

- How to claim asylum
- Navigating the asylum process
- Applying for asylum support including accommodation
- Finding legal representation
- Accessing healthcare
- Other asylum and post-asylum claim related matters

As part of our new enhanced service, you should also contact us regarding:

- **Maintenance issues** – to report problems with your asylum accommodation. We will liaise with the accommodation provider on your behalf to address these.
- **Request for assistance** – if you feel there is a risk to your/your family's health and wellbeing. This can be to report suspected child neglect, domestic violence, sexual harassment or exploitation, anti-social behaviour, destitution or homelessness or suspected extremism or radicalisation.
- **Asylum payment issues** – in case your card is lost or stolen, you forget your PIN, receive incorrect payment or don't receive your payment. We will liaise with the payment provider on your behalf.
- **Complaints** – if you wish to make a complaint regarding services provided by Migrant Help, your accommodation provider, the asylum support payments provider or the Home Office
- **Feedback** – to continuously improve the support available throughout your asylum claim journey. You can tell us about your experience of services delivered by Migrant Help, your accommodation provider, the asylum support payments provider (Sodexo) or the Home Office. We will pass your comments onto the appropriate organisation.

We can also assist you to notify the Home Office if your circumstances change.

We are dedicated to protecting your privacy and everything that you say will be treated in confidence, unless it is felt that you are a risk to yourself or others.

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Please note that we can give advice on rights and entitlements, but we are not able to provide legal advice or legal representation. If we can't help with your query, we will refer or direct you to an appropriate agency or organisation.

Feedback, comments and complaints:

We are committed to providing high quality services and always look for ways to improve them. If you have any comments or suggestions as to how we can make our services better or would like to tell us about something we did well, please complete the anonymous feedback form that can be found on our website (<https://www.migranhelpuk.org/feedback-form>) or call the helpline above.

If you would like to submit a formal complaint, please contact a member of staff or visit our website (<https://www.migranhelpuk.org/contact>) to read our complaints procedure and complete the relevant form. Alternatively, you can call the helpline above.

Yours sincerely,

Migrant Help