

The Refugee Council is an independent charity with many years of experience of working with asylum seekers and refugees. We provide a wide range of services free of charge in many different languages to help meet your needs.

What do we do?

The Refugee Council One Stop Service in the East of England helps asylum seekers and refugees in Suffolk, Norfolk, Essex, Cambridge, Bedfordshire, and Hertfordshire.

We can assist you with issues relating to subsistence and accommodation which are provided by the government's UK Border Agency (UKBA).

If you are an asylum seeker who has just arrived in the UK, we can:

- Help you consider options for help with subsistence and/or accommodation and explain the government support system.
- Help you find accommodation, if you are eligible.
- Tell you what happens when you are given accommodation somewhere else in the UK (called 'dispersal').
- Provide information about other services that can help you.

If you are an asylum seeker who already receives support from UKBA, we can:

- Help with problems that may arise under the UKBA system.
- Inform UKBA of any changes in your situation.
- Help you with problems related to accommodation.
- Tell you about refugee community organisations or other agencies offering longer-term support.

We can help you appeal if the government rejects your application for subsistence and accommodation. Please note that the Refugee Council is not responsible for the outcome of an appeal.

UK Border Agency (UKBA) is a government body responsible for providing subsistence support and accommodation to asylum seekers.

We can also:

- Inform you of your rights and entitlements once you have received a decision on your asylum application.
- Help you fill out citizenship, travel documents and other forms.
- Provide information about your options if you are at the end of the asylum process.
- Assist you with an application to the Voluntary Assisted Return and Reintegration Programme (VARRP).
- Provide a limited help with food and clothing, if you are destitute.
- Tell you about English language classes.
- Provide support to asylum seekers and refugees through weekly women's and men's group meetings.
- Provide information about volunteering opportunities.

Interpreters
We have on-site interpreters and bi-lingual staff to meet your language needs.

If you need legal advice

We don't provide legal advice or legal representation but can advise you on your entitlements and the meaning of laws. If we can't help, we will provide contact details of legal representatives or will refer you to them.

How to use our services

You can visit our office on Monday, Tuesday and Thursday between 10am and 4pm. We are closed on Wednesdays and Fridays afternoon. Although our helpline stays open, we can only see clients by appointment on Wednesdays and Fridays afternoon. If you require disabled access, please contact the office before you arrive so we can make appropriate arrangements.

Please bring your UKBA reference number and any documents related to your query when visiting our office.

Please note: We are only able to see a limited number of clients each day so we may have to ask you to wait for sometime or come back at a different time.

If you wish to make a complaint about any aspect of our service, please ask for a copy of the complaint procedure and complaint form. All complaints will be fully investigated.

Refugee Council translated leaflets are available at: <http://languages.refugeecouncil.org.uk>

How to find us

Refugee Council Ipswich office

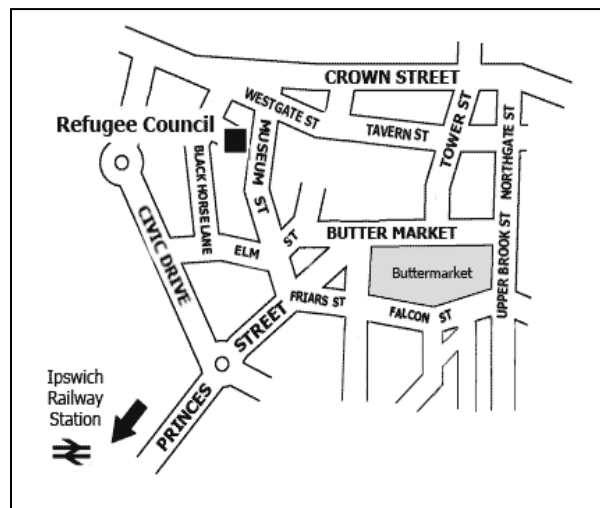
Refugee Council
1st Floor, 4 – 8 Museum Street
Ipswich IP1 1HT

Advice Line: 01473 297 900 - open Monday, Tuesday, Thursday and Friday 9am-5pm.

www.refugeecouncil.org.uk

Buses: We are a ten-minute walk from the Cattle Market bus station.

Trains: We are a ten-minute walk from the coach and train stations.



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English



How can the Refugee Council in the East of England help you?

