

Migrant Help provides independent advice and guidance to assist asylum seekers in the UK move through and understand the asylum process.

Our teams are based across the country and offer face to face advice to asylum seekers in the initial accommodation sites, as well as outreach services to vulnerable clients.

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

- How to claim asylum
- Navigating the asylum process
- Applying for asylum support including accommodation
- Notifying the Home Office if your circumstances change
- Finding legal representation
- Accessing healthcare
- Support during the post-decision period - read about the support available after positive decision [here](#), and negative decision [here](#)
- Other asylum and post-asylum claim related matters

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. You can complete a complaint [here](#).
- 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 or the Home Office. We will pass your

comments onto the appropriate organisation. You can complete the feedback form [here](#).

Call our free helpline on 0808 8010 503 or use our webchat on our Service User Portal (click on Contact us). You can also use the Service User Portal to complete application forms and can find information resources.

See how to access our webchat [here](#).

If you are a third party organisation and wish to contact Migrant Help on behalf of an asylum seeker, please include a signed [consent form](#). Include your details as well, in case we need to contact you for further information. We can signpost you to other helpful services in your area by telephone or in person, just talk to your adviser or call our helpline.

Please note that we are able to give advice on rights and entitlements but we are not able to provide legal advice or legal representation. If we cannot help, we will provide you with a list of qualified legal representatives.