

COMPLAINT MANAGEMENT

Kölner Flüchtlingsrat e.V. [Cologne Refugee Advisory Council] are also your independent point-of-contact in the event of complaints regarding your accommodation. Should you have any reason to complain about the accommodation, and wish to do so, you are free to approach us, and we shall pass your complaint on anonymously in order to have the problem sorted out. You may contact us directly, by telephone, by post or by e-mail. Our aim is to take you with your problems and difficulties seriously, to listen to you and to assist you with your needs. Our Complaint Management facility is there to ensure that your every entitlement is protected when it comes to receiving the quality of accommodation, support and care that every human being deserves and requires.

THE COLOGNE REFUGEE ADVISORY COUNCIL

Kölner Flüchtlingsrat e.V. have been campaigning since 1984 for the protection and rights of refugees, for their integration as well as for tolerance and understanding among peoples. This makes them one of the forerunners in the effort championed by refugee advisory councils in Germany. Kölner Flüchtlingsrat e.V. are an organisation whose primary focus is firmly directed at the rights of the refugee and human rights in general.

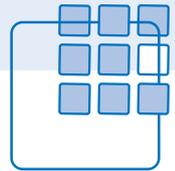
They are an independent network made up of refugees, advisory bodies, human-rights groups, refugee action-groups, people involved in refugee work both in the capacity of full-timers and volunteers as well as individuals who take a serious interest in the issues involved. Their local presence and activity are also accompanied by programmes that are coordinated and conducted at both state and national level.

Headquarters:

Kölner Flüchtlingsrat e.V.
Herwarthstr. 7
50672 Köln

www.koelner-fluechtlingsrat.de

ASYLUM PROCEEDINGS ADVISORY BOARD



ADVISORY SERVICE ON ASYLUM PROCEEDINGS AND RESIDENCE IN GERMANY

WE OFFER ADVICE ON:

- asylum and protection in Germany
- hearings before the Federal Office for Migration and Refugees on reasons for fleeing the homeland
- right of residence in Germany
- reunification of the family both within Germany and from abroad
- assistance having experienced violence in the accommodation
- accommodation and residence
- school, employment and internships

WE CAN ARRANGE ACCESS TO:

- solicitors
- advisory bodies specialised in issues of specific relevance to women, pregnancy, homosexuals, transsexuals and intersexuals (LGBTI), victims of human trafficking, HIV-infected persons, to mention but a few
- physicians and health care professionals accompanied by our medical personnel as required
- legal advisory services following transfer to within the local authority districts

ASYLUM IN GERMANY

The law governing asylum proceedings in Germany is highly complex. It is frequently unclear as to how exactly the system works, which is why we recommend that people seek legal advice.

The chances of one's having refugee-status recognised tend to vary depending on what their country of origin is.

The reasons why refugee-status is ultimately recognised are many and varied. It is not uncommon for one to be at a loss to understand what exactly it takes for an application for asylum to succeed. This makes it all the more important for you to ensure that you prepare yourself well for the asylum proceedings. We can assist you in this.

IMPORTANT: People from Albania, Bosnia-Herzegovina, Ghana, Kosovo, Macedonia, Montenegro, Senegal and Serbia need to take particularly thorough legal advice as their chances of being allowed to reside in Germany are fairly slim.

IMPORTANT: It is absolutely imperative that you seek legal advice at once if you have been registered in another European country, have filed an application for asylum or have already been issued there with a residence title.

Kölner Flüchtlingsrat e.V. offer legal advice independent of the State. We have a duty to observe secrecy and will treat your questions in the strictest confidence. We will make every effort to answer any questions which you may have regarding your residence in Germany and to offer you the most appropriate advice possible.

You will find us in the rooms with this sign:

