

## Reporting Issues to AASC and AIRE

We wanted to remind you of the reporting routes and provide a clear steer on who and when to report issues for service users.

If there is an issue for a Service User, that is pressing and/or occurs outside of the scheduled Mears weekly calls to the service user then the Service User must, in order to have issue dealt with, raise that issue with AIRE through one of the following routes:-

1. The First Response Centre phone line 0808 8010 503 – for all services under AIRE.
2. [Webchat \(https://ellis.custhelp.com/app/chat/chat\\_launch\)](https://ellis.custhelp.com/app/chat/chat_launch) – link for live chat.
3. [Email / Ask a Question \(https://ellis.custhelp.com/app/ask/session\)](https://ellis.custhelp.com/app/ask/session) – link for ask a question.
4. [Self-service portal \(https://ellis.custhelp.com/app/utills/login\\_form\)](https://ellis.custhelp.com/app/utills/login_form) – link for the self-serve portal.  
If you have reported an urgent issue to Migrant Help but have not received a response, you can escalate the issue to a manager, please see point 6 below and for urgent issues 13 below.
5. For issue reporting which covers maintenance, requests for assistance and complaints please try the email / ask a question or live chat using the links in point 2 and 3.
6. [escalations@migranthehelpuk.org](mailto:escalations@migranthehelpuk.org) for cases that need escalating to a manager for the following: Asylum payment issues, section 98 'S98' and section 4 'S4' (please also see point 7), negative move. Please also use for the following that have not been submitted to the Home Office - section 95 'S95', change of circumstance applications 'COCs' and additional support applications.
7. [S98@migranthehelpuk.org](mailto:S98@migranthehelpuk.org) - for requested evidence relating to S98 applications. As a temporary measure you can request an urgent call back for S98 IA and S4 applications if you are unable to get through by phone.
8. [Submissions@migranthehelpuk.org](mailto:Submissions@migranthehelpuk.org) - for communications relating to section 95, section 4, COCs that have been submitted to the Home Office.
9. [outreach@migranthehelpuk.org](mailto:outreach@migranthehelpuk.org) - to request assistance from Migrant Helps outreach team for service users who have specific needs, are at risk or unable to use the above methods.
10. [ASCcorrespondence@migranthehelpuk.org](mailto:ASCcorrespondence@migranthehelpuk.org) - to be used for all communications relating to asylum support including supporting documents for support applications such as S95, S4 and COC's.
11. [positivemoveon@migranthehelpuk.org](mailto:positivemoveon@migranthehelpuk.org) - to report / raise issues with our positive move on service. This can also be used to request reinstatement for BRP / Discontinuation letters not received following a positive decision on the service users asylum case.
12. To raise a formal complaint about Migrant Help, our subcontractors, the accommodation providers and the Home Office please contact us using the below:  
<https://www.migranthehelpuk.org/forms/complaint-form-1>
13. For cases where the escalation routes have not resolved this issue and the case is urgent please email the Heads of Service detailed below. Please ensure the issue has been reported as above.  
[Nicola.Davies@migranthehelpuk.org](mailto:Nicola.Davies@migranthehelpuk.org).
14. Service users should notify their Mears Housing Manager if an individual or family group have been granted refugee status (a positive decision) and they want to move on as they have somewhere to move on to, they can chose to do so. Mears will then notify the Home Office; otherwise it will be assumed they will stay in their current accommodation. If eligible they should use Migrant Help services to help them access Universal Credit.