

To arrange professional counselling: contact Helpline
Fax (01) 6610873 *e-mail*: rcc@indigo.ie www.drcc.ie

The following Non-Governmental Organisations who represent the interests of refugees and asylum seekers may be of assistance to our customers

African Refugee Network,

90 Meath Street, Dublin 8.

Tel (01) 4734523 *Fax* (01) 4540745

e-mail: africanrefugeenetwork@oceanfree.net

Integrating Ireland Network,

10 Upper Camden Street, Dublin 2.

Tel (01) 4783490 *Fax* (01) 4783738

e-mail: info@integratingireland.ie

Irish Refugee Council, 88 Capel Street, Dublin 1.

Tel (01) 8730042 *Fax* (01) 8730088 *e-mail*: refugee@iol.ie

Irish Immigrant Support Centre (NASC),

St. Mary's of the Isle, Sharman Crawford Street, Cork.

Tel (021) 4317411 *e-mail*: gertnasc@eircom.net

Refugee Information Service,

27 Annamoe Terrace, North Circular Road, Dublin 7

Tel (01) 8382740 *Fax* (01) 8382482 *e-mail*: info@ris.ie

Spiratan Asylum Services Initiatives (SPIRASI),

213 North Circular Road, Dublin 7. *Tel* (01) 8389664/

8683504 *Fax* (01) 8686500 *e-mail*: info@spirasi.ie

Vincentian Refugee Centre, St. Peters Church,

New Cabra Road, Phibsboro, Dublin 7. *Tel* (01) 8102580

Fax 8389950 *e-mail*: refugeecentrephibsboro@eircom.net

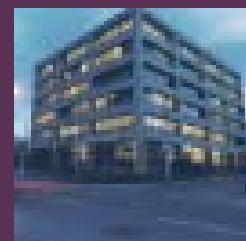
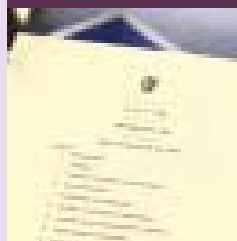
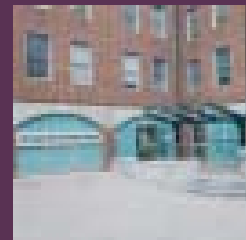
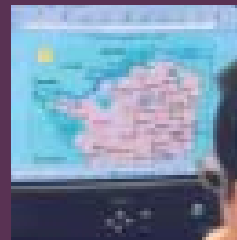
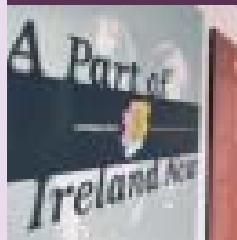
DORAS Luimni, Mount St. Alphonsus, South Circular

Road, Limerick. *Tel* (061) 310328 *Fax* (061) 310328

e-mail: dorasluimni@eircom.net



Office of the Refugee Applications Commissioner



Customer Service Information

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Réfugié Refugiat Adabo
Adabo Refugiat Réfugié لاجئى
Adabo Refugiat

Customer Services Information

At the Office of the Refugee Applications Commissioner we recognise that the asylum application process can be difficult and at times, stressful. We would like our service to help our customers present their applications clearly and with confidence. The basic principles of our customer service are courtesy, respect, sensitivity and minimum delay.

In practical terms we aim to

- Foster an atmosphere where customers feel welcomed and gain confidence in our staff and our services
- Provide clean, accessible facilities in our public office
- Provide information that is clear, accurate and meets our customers requirements
- Produce forms and official documents in an appropriate range of languages
- Provide suitable interpretation facilities
- Ensure that customers are given a contact name and telephone number
- Acknowledge correspondence within 5 working days and issue full replies within 20 working days

Customer Feedback and Consultation

This Office consults with Non-Governmental Organisations to get feedback on the service we provide to our applicants. If you wish to give direct comments on our service and especially if you have suggestions for improvements please contact the

Customer Liaison Officer

Assistant Principal Officer,
Customer Service Centre,
Office of the Refugee Applications Commissioner,
79-83 Lower Mount Street,
Dublin 2

Complaints

If you have a complaint about the service you received in this Office you should contact the Customer Liaison Officer in writing.

Telephone Enquires

Office of the Refugee Applications Commissioner

LoCall number 1890 202 418 or *Tel* (01) 6028000

Fax (01) 6028122/6388385 (Customer Service)

e-mail enquiries: oracmail@orac.ie

Other Assistance for Asylum Seekers

If you want to get Legal Advice about your asylum claim you can contact a solicitor privately or the **Refugee Legal Service**, *Tel* (01) 6469600 *Freephone* 1800 238 343
Fax (01) 6710200

The provision of accommodation for Asylum Seekers is handled by the **Reception and Integration Agency**
Tel (01) 4183200 *Fax* (01) 4183220

Other Contacts

Department of Justice Equality and Law Reform

LoCall number 1890 221 227 or *Tel* (01) 6028202.

For enquiries on **Applications for Residency** telephone
Immigration Helpline on (01) 6167700

United Nations High Commissioner for Refugees,

Suite 4, Merrion House, 1-3 Lower Fitzwilliam Street,
Dublin 2. *Tel* (01) 6314510 *Fax* (01) 6314616.

e-mail: iredu@unhcr.ch

If you need counselling for rape or sexual abuse contact

The Dublin Rape Crisis Centre,

70 Lower Leeson Street, Dublin 2. *Tel* (01) 6614911

Counselling for female and male victims of

sexual violence 24 hour helpline: For counselling,

and support *Freephone* 1800 778888