



Danish Refugee Council's Voluntary Advisory Services

How can we help you?

The Danish Refugee Council's Voluntary Advisory Services offer free and impartial advice on questions such as:

- Residence permits: Family reunification, permanent residence, citizenship
- Integration: The Integration Act and the integration program
- Social matters: Social benefits, housing problems, family matters
- Psychosocial matters: Information and guidance concerning possible treatment etc.

We can help you understand letters and decisions from public authorities; provide advice on complaint procedures and explain how the authorities process your case. We can also put you in contact with other relevant advisory services.

Be sure to bring all letters and documents relating to the issue on which you would like our advice. It is very helpful if you do so at your very first visit to the Advisory Service.

We are **not** able to arrange housing for you or appear in court on your behalf.

Do you have questions regarding asylum and repatriation, please contact the Danish Refugee Council's Asylum Department, phone: 33 73 50 00.

Who can seek advice?

The Advisory Services can help you, if you arrived in Denmark as a refugee or immigrant or are related to someone with a refugee or immigrant background. You can contact the Advisory Services for help, regardless of how long you have been living in Denmark.

Who will you be speaking to?

The advisors are professionals who work on a voluntary basis to provide free and impartial advice. You can meet legal advisors, social workers and others with a relevant education and experience. The advisors are grouped in small teams, e.g. a social worker with a legal advisor.

The Danish Refugee Council ensures that the advisors continually receive training and updating from experts within relevant fields of expertise. This means they are familiar with existing legislation and practice.

Translation

If you need an interpreter, you are welcome to contact your local Advisory Service and ask if they have a volunteer interpreter who speaks your language. You can also bring someone you trust, so that he/she can interpret on your behalf. If you do so, the person must be over the age of 18 years.

Confidentiality

The advisors who volunteer with us are under obligation to maintain confidentiality. Everything you tell us in the Advisory Service will be treated confidentially and anonymously within the limits of the law.

How to find us?

You can contact the advisory service by phone or mail, or simply turn up in person within our opening hours. For information on addresses, telephone numbers and opening hours please visit our website:

www.flygtning.dk/frivillig/raadgivning

If you have to travel far to reach us, it might be a good idea to call us in advance to ensure that the Advisory Service is the correct place to go.

About the Danish Refugee Council

The Danish Refugee Council is a private and independent organisation whose work is based on humanitarian principles and human rights. We assist refugees and the displaced, protect their rights and empower them towards a better future. The Advisory Services are part of the Danish Refugee Council's nationwide network of volunteers whose aim it is to support refugees and immigrants in finding a foothold within Danish Society.



Find our addresses and opening hours at
www.flygtning.dk/frivillig/raadgivning

