

# UBIF – the Independent Complaints and Information Service for Refugees

## Protestant University of Applied Sciences in Bochum

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## How to contact us

Wednesdays, 1 p.m. – 3 p.m.

Thursdays, by appointment

on +49 (0)178/8123447

### Via email:

[beschwerdestelle@evh-bochum.de](mailto:beschwerdestelle@evh-bochum.de)

### Website:



[www.ubif-bochum.de](http://www.ubif-bochum.de)

### Facebook:



[www.facebook.com/profile.php?id=100037543789084](https://www.facebook.com/profile.php?id=100037543789084)

### Instagram:

[ubif.bochum](https://www.instagram.com/ubif.bochum)

UBIF ist ein Pilotprojekt des  
Transfernetzwerks Soziale  
Innovation - s\_inn.  
[www.s-inn.net](http://www.s-inn.net)



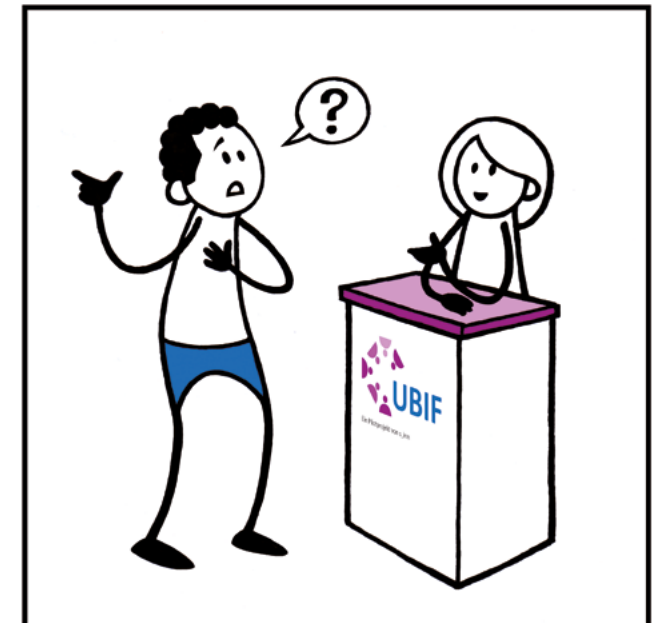
s\_inn ist ein Verbundprojekt der



Unabhängige Beschwerde- und  
Informationsstelle Flucht

Ein Pilotprojekt von s\_inn

We will look into your complaints  
and work with you to find ways of  
resolving them!



Sprache: Englisch

## UBIF – the Independent Complaints Service

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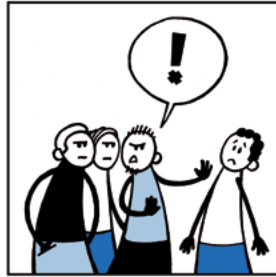
The UBIF is an independent complaints service for refugees, and for professionals and volunteers in Bochum who work with refugees. We will look into your complaints, listen to you, and work with you to find ways of resolving them! You can also contact us anonymously. When necessary we work with qualified interpreters/translators and intercultural facilitators.

### Who can approach us for help?

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**You have come to Bochum as a refugee and...**

- have had some bad experiences here?
- feel that you have been treated unfairly or with a lack of basic respect?
- feel that your rights have been infringed?
- have experienced discrimination or been the victim of violence?



Or ...

- are you experiencing problems with the authorities or with institutions or individuals, e.g. in relation to housing, healthcare, social integration, education or work?

Complaints may relate to any aspect of day-to-day life – regardless of your residence status.

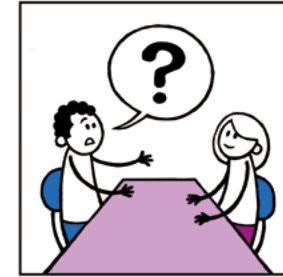
### Just bring your concern or problem to us!

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Does your work involve providing assistance to refugees on either a professional or voluntary basis, and do you know refugees who have experienced the issues or problems that are referred to above? Do you wish to make a complaint about an issue? Do you have to deal with recurring problems that affect refugees? Have you been asked by the people concerned to take action on their behalf? If so, you can also contact us.

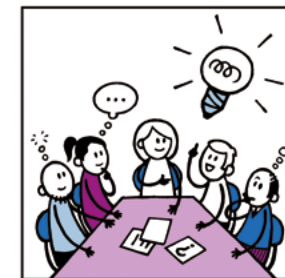
## What does the UBIF do?

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We would like to improve the life circumstances of refugees in Bochum as well as their social integration and access to rights.

In order to do this we act as a referral point for specific complaints, and we handle them in consultation with the people concerned. We identify and analyse social and economic problems that are often experienced by refugees in Bochum, and we help them to find lasting solutions.



We also provide academically based information concerning the life circumstances and experiences of refugees in Bochum.