



# Report an issue via our website

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A Service User or third party agency can raise an issue via our website. The website can be accessed 24 Hours a day. This means that any problems can be logged at your convenience.

The system allows you to log the following:

- Asylum Payments
- Maintenance Issues
- Requests for Assistance (RFAs)
- Service User Feedback
- Complaints
- Request's for Advice and Guidance
- Requests for Outreach appointments.



# Asylum Payments

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## *Issues processed by the Asylum support teams:*

- Requests for D.O.B/ Asylum Support Reference Numbers for aspen
- Reporting Aspen cards – Lost or Stolen - This includes cards not received following dispersal and requests for ECP's to be issued.
- Failed Transactions
- Suspected Fraudulent Activity
- Unblocking cards – following failed DPA

## *Issues relating processed by the payment provider:*

- Activation Issues
- Requests to check balances
- Blocking Lost/Stolen card
- Forgotten/ Blocked Pin
- Issues accessing the IVR line

# Maintenance Issues

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A Service User can log any maintenance issues that they have in their asylum support accommodation. These will then be passed to the Accommodation provider to resolve.



## Requests for Assistance

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*Requests for assistance cover a range of issues:*

- If SU has a health issue
- A child welfare risk
- The service user has been a victim of crime
- The Service User is at Risk of Domestic Violence
- Any Safeguarding /Welfare concerns

## Complaints

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*SU can raise any complaints that the Service user has regarding the asylum support process. These can be raised against the following:*

- The Home Office – Asylum Support teams
- The Accommodation Providers – Serco/Clearsprings/Mears
- Migrant Help
- The Asylum Payments Provider - PFS



## Service User Feedback

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*Record-Service user Feedback and refer to the relevant party feedback concerns to help and influence their service delivery and continuous improvement. These can be raised against the following:*

- The Home Office – Asylum Support teams
- The Accommodation Providers – Serco/ Clearsprings/ Mears
- Migrant Help
- The Asylum Payments Provider - PFS

## Requests for an Outreach Appointment

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A request for an outreach appointment can be made to assist service users with needs that cannot be met via other methods and allows the service to reach vulnerable adults at risk or with special needs who, otherwise, may not have been able to access the support they need.

## Advice and Guidance

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Request for Advice and Guidance can also be made via the website.

# Raise an Issue

Raise an Issue can be reached by going to:  
<https://ellis.custhelp.com/app/ask>

Anyone can access *Raise an Issue*, and it is available 24/7. They will need to either go to the above link or visit <https://ellis.custhelp.com/> click on *Contact Us* in the top left of the page and then select *Raise an Issue* from the options displayed. Once clicked a new page will be displayed.

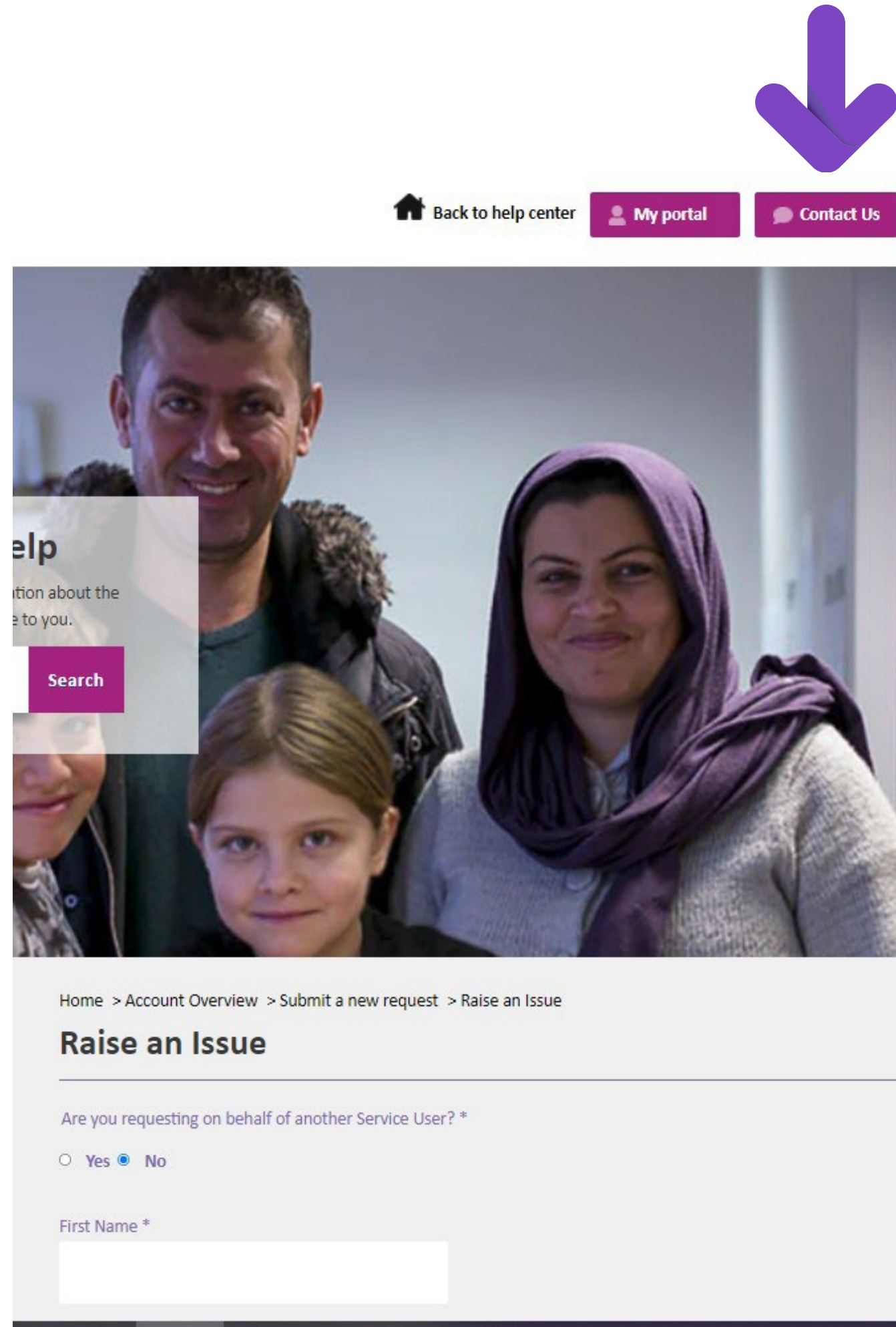
## What information is required:

Service user details  
First name  
Last name  
Email (if they have one)  
Current address  
AS/NASS Ref  
Port Ref  
Phone number

## If reporting on behalf of a Service User, we will also need:

The third party's name  
The third party's email  
Signed consent

*(If a signed consent form is not available, we may need to contact the third party or the SU in order to further the enquiry.)*



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e to you.  
Search

Home > Account Overview > Submit a new request > Raise an Issue

### Raise an Issue

Are you requesting on behalf of another Service User? \*

Yes  No

First Name \*



## **What happens next:**

Once the form has been completed and Submit has been clicked the request will be recorded with Migrant Help. Asylum Payments/Maintenance/ Request for Assistance (RFA) /Service User feedback will be sent to the appropriate party once they reviewed (Asylum Payment Provider/Home Office/AASC provider) within 30 minutes of the request being completed.

Please Note: A call back maybe required if there is not enough information to complete the request. Requests for Outreach and Advice & Guidance will be allocated to the appropriate team who will then arrange a call back for the service user.