

INFORMATION FOR NEW ASYLUM-SEEKERS

INFORMATION FOR NON-EUROPEAN NATIONALS SEEKING ASYLUM IN TURKEY

Who is a Refugee?

According to the 1951 Geneva Convention, a refugee is a person who is outside the country of his/her origin, has a well founded fear of being persecuted for reasons of race, religion, nationality, political opinion or membership of a particular social group, and owing to such fear is unable or unwilling to avail himself/herself of the protection of that country.

UNHCR also considers refugees as persons who cannot return to their country of origin because of indiscriminate threats to their life, security or freedom owing to generalized violence or events seriously disturbing public order.

You approached UNHCR Turkey Office to submit your application for international protection. Kindly be informed that in Turkey there are currently two parallel procedures:

The Turkish Government's procedure will determine whether or not you qualify for international protection under the Law on Foreigners and International Protection and 1951 Geneva Convention. The General Directorate of Migration Management (GDMM) is the national institution in charge of international protection procedures in Turkey. **There are different statuses defined under new Law on Foreigners and International Protection: international protection applicant, conditional refugee, refugees and temporary protection such as one granted to Syrians in Turkey.**

The competence of UNHCR to review your application for refugee status is based on the 1950 Statute of the Office of the United Nations High Commissioner for Refugees and United Nations General Assembly resolutions.

Everyone in Turkey is bound by Turkish legislation, including international protection applicants and status holders.

HOW TO REGISTER YOURSELF WITH THE TURKISH AUTHORITIES?

You have to register with the Turkish authorities in order to legalize your and your family members' stay in Turkey. In order to register with the national authorities, you have to approach the Foreigners Departments under the Governorates in Turkey in person, at earliest time possible after your entry. For any late applications, you will be asked to provide a reasonable explanation by Turkish authorities. If you or your family can not apply in person due to compelling reasons, you need to inform the authorities of the reason, and the authorities may take your application on site.

As an international protection applicant as per Turkish legislation, you have the right to make an individual application for international protection. However, your family member may make application for international protection on your behalf with your consent even if you are above 18 years old. You will be informed by the authorities regarding the consequences of your consent. Please make sure you understand these possible consequences fully before giving your consent. You will be called to sign that you will be present in your satellite city. The police will inform you about how many times per-week, you need to be there to sign. **You will be informed by the authorities on your obligation of notification. If you do not follow this obligation, your application may be considered withdrawn. While considering voluntary repatriation please consider that this may lead to issuance of entry ban to Turkey if you decide to return back.**

THE FOREIGNERS DEPARTMENT IN THE ASSIGNED CITY WILL:

- Ask for any documents you have brought with you. They will keep **the copies of your documents including** your passport, but will return the originals of **your** documents.
- Take your fingerprints and photograph.
- Provide you with an information form on your rights and duties during your stay in Turkey.
- Fill out a registration form with the assistance of an interpreter, if necessary.
- Give you a date for an interview. This interview will likely take place within the first 30 days after your registration with the Foreigners Department.
- Ask you to inform the Foreigners Department about your address in the city.
- Inform you about regular signature duty.
- Issue an ID card free of charge for you and each family member.

You will be given an information leaflet by the authorities at the time of your application. Read carefully this information on the procedures and on your rights and obligations. Your failure to comply with your obligations may affect your rights negatively in Turkey.



REFUGEE STATUS DETERMINATION PROCESS BY UNHCR TURKEY

1

PRE-REGISTRATION AT ASAM

- ASAM (Association for Asylum-seekers and Migrants) is a Turkish NGO and one of UNHCR main implementing partners.
- If you wish to **submit a claim for international protection to UNHCR**, you should approach ASAM first in order to be pre-registered.
- At ASAM, you will be registered along with your family members. Your basic information will be recorded along with your photograph (for each family member).
- At the end of pre-registration process, you will receive an police letter with your photograph which states:

- Following the pre-registration process by ASAM, you should travel to the assigned Satellite city and register with the local authorities, in case if you haven't approached the local authorities upon arrival.

2

REGISTRATION BY UNHCR

- You should approach UNHCR on the registration date assigned by ASAM and mentioned in the police letter.
- All family members (including children and new born) should be present on the date of registration.
- You should bring with you any important documents, including: National passport, IDs, birth/death certificates, medical reports, etc.
- During the registration interview, you will be requested to write the reasons for leaving your country of origin (You will be assisted by an interpreter if needed).
- All the information you will disclose during the interview will be treated as highly confidential by UNHCR and will not be shared with anyone without your consent.
- At the end of the registration interview, you will be issued an asylum-seeker certificate with your photograph and an RSD appointment. Asylum-seeker certificates will be issued for all family members including children.
- If you have medical needs, you will be referred to a clinic for medical assistance and psychological counseling if requested by you and deemed as necessary. This service is provided by UNHCR free of charge.

3

REFUGEE STATUS DETERMINATION

During the refugee status determination procedure, you are required to:

- Tell the truth and be cooperative.
- Submit specific documents and evidence available regarding your application.
- Inform about the family members accompanying you. Adult family members will be interviewed individually.

There are two potential outcomes of the RSD interview:

- (1) You will be recognized as a refugee and you will be issued a refugee certificate.
- (2) You will be rejected at first instance. You have the right appeal against UNHCR decision within 30 days after the rejection decision.

Durable Solutions

- Please remember that resettlement is not a right and is not the only durable solution for refugees in Turkey. Also note that resettlement countries decide independently which persons, groups or nationalities they will accept.
- If you are willing to return voluntarily to your country of origin, UNHCR is ready to provide assistance after an assessment of the possibilities for return to your country.



ID Number

To have access to health services, education and social assistance, you will be asked to present your Foreigners ID Number. **You will obtain this number when you register with Turkish authorities**

You may contact UNHCR at any stages of your procedures.

ACCESS TO RIGHTS AND SERVICES

- You have the right to access to information about your rights and obligations during the course of the procedures in your own language or in a language you understand.
- You will be registered under the national general health care scheme following your application, if you are in need. Under this scheme, you will be able to access to medical services.
- Children at the age of compulsory education (6-14 years) must be enrolled at Turkish schools and receive the same education as the Turkish children. Children above 14 years old have the right to enroll at high schools, including vocational and technical schools.
- Children who lost school years or persons above the age of compulsory or higher education can enroll in open secondary schools and open high schools through the provincial Public Education Centers.
- Vocational courses and Turkish classes are provided free of charge, and you can register for these courses with your Identification Cards issued by the authorities. The courses are available in Public Education Centers in your satellite city.
- If you are an applicant or a conditional refugee, you can apply to the Ministry of Labor for a work permit six months after your application.
- If you are recognized as a refugee or if subsidiary protection is granted to you, you can work self-employed or under an employer with the identification card showing your status without a separate work permit.
- You can apply to the Social Solidarity and Assistance Foundation Offices at your satellite city to receive social assistance. The authorities will make a needs assessment before their decision for the provision of assistance. This assistance can be regular or for one time.
- You can be represented by a lawyer at all stages of the procedures both with UNHCR and the authorities. If you cannot afford a lawyer, you can apply to the Bar Associations which will assess your circumstances to decide whether you can be provided with legal aid.
- You may contact the organizations providing assistance to asylum-seekers and refugees in your city of residence in Turkey.
- You can always file a complaint about any mistreatment or violation of your rights with the Public Prosecutor's Office, as well as inform UNHCR through the confidential complaint box.
- All documents issued are free of charge, and the national authorities do not charge fees at any procedural stages.
- If you have applied before 11 April 2014, the ID documents and residence permits (ikamet) issued for you are valid until the time of their expiry. These documents allow access to the same rights and will be replaced by the new documents by the Foreigners Departments at the end of their validity.

YOU HAVE THE RIGHT TO:

- To be interviewed in a language you can communicate in.
- To be represented by a lawyer or a legal representative, who qualifies as such under UNHCR's established procedures, during your refugee status determination procedure.
- To appeal against UNHCR's decision if your claim is rejected. You must submit your appeal within 30 days after you received the rejection letter from UNHCR.
- To be informed in writing about procedures to challenge any refugee status determination you are not satisfied with.
- To lodge a complaint . Complaints that are placed either directly in the complaints box outside UNHCR or sent to UNHCR through the PO Box: UNHCR, **PK. 5, Turan Gunes Bulvari, Ankara** will be **treated confidentially and reviewed carefully.**

Verbal and physical threats made to UNHCR staff violate national law. UNHCR will report any person making such threats to the Police and these persons may be prosecuted.

ALL UNHCR SERVICES ARE FREE OF CHARGE



PLEASE REMEMBER....

- Your refugee status determination interview will not be conducted by UNHCR if you are not registered with the Turkish authorities.
- It is important to tell the truth both to UNHCR and the Turkish authorities. **Intentionally misleading UNHCR about the facts of your case is fraud. UNHCR reserves the rights to take appropriate measures in such cases.**
- **Your statements and documents presented will be kept confidential.**
- Do not sign any documents unless read, understood and approved by you.
- You are advised to search for opportunities to learn Turkish. Learning Turkish will help you considerably in your day-to-day life; and increase your chance to support your life in Turkey. Please note that contrary to expectations, you may stay in Turkey much longer than you thought. You can learn Turkish through Public Education Centres (Halk Egitim Merkezi) in the city you reside. The courses are free of charge and there is no age limitation. You can get detailed information from the Foreigners Department.
- You are also encourage to participate in vocational training courses in Public Education Centres (Halk Egitim Merkezi). These courses are also free of charge. The skills acquired can both help you during your stay in Turkey and in future whatever the durable solution option available for you is.
- While in Turkey you, like any other foreigner, are expected to respect the customs and traditions of the society hosting you.
- If you wish your assessment of living conditions in Turkey to be taken into account in planning and policy making stage, you can convey your assessment to UNHCR through filling reception conditions surveys. The surveys can be obtained from UNHCR offices or from the offices of ASAM or HRDF in the cities.
- If you have lost contact with a family member due to armed conflict or other situations of violence, you may visit ICRC's family website at: www.familylinks.icrc.org

UNHCR CONTACTS

Ankara

Tiflis Cad. 212. Sok. No:3
Sancak Mah. 06550 ANKARA
Tel: (0312) 409 7000
Fax: (0312) 441 1738
e-mail: turan@unhcr.org

Van

Istasyon Mahallesi
Terminal 1. Sokak
Hayirlar Caddesi
No:40/2
Tel: (0432) 223 4858
Fax: (0432) 223 3244

UNHCR's contracted lawyers

Hatay - Hatice Can

Ataturk Cad. 18/1 Hatay

Tel: 0326 213 43 91

HRDF-The Human Resource Development Foundation

HRDF- Ankara

Emek Mah. 8. Cadde 29. Sokak No:
37 Çankaya/Ankara
Tel-Fax: 0312 428 3011

HRDF - İstanbul

Cumhuriyet Cad. Şakirpaşa İşhanı No:59
Kat:3 Daire:3 Elmadağ/Istanbul
Tel: (0212) 254 1776
(0212) 254 1796

HRDF - Bilecik

İstiklal Mah. Cumhuriyet cad. Konak
Apt. No: 8/54 Bilecik
Tel-Faks: (0228) 212 1164

HRDF- Kütahya

Cumhuriyet cad. Akdemirler İşhanı Kat:2
No:202 Kütahya
Tel-Faks: (0274) 223 2627

HRDF - Eskişehir

Sakarya Cd Sakarya Ishanı No:1 K:4
D:43 Eskişehir
Tel-faks: 0222 2346442

Agri -HRDF

Leylek Pınar Mah.
Cumhuriyet Cad.
Günakın İş Merkezi Kat:1
No:8 AĞRI
Tel: 05415799404

**NGOs Providing Assistance to Asylum-Seekers and Refugees
in Turkey**

<p>Helsinki Yurttaşlar Derneği Refugee Advocacy and Support Program Dr. Refik Saydam Caddesi, Dilber Apt. No: 39/11, Sishane Beyoglu 34433 Istanbul Tel: 212 292 48 30 Fax: +90 212 292 48 33 www.hyd.org.tr</p>	<p>Kaos-GL – Ankara Gazi Mustafa Kemal Bulvarı No.29/12 Kızılay Tel: (0312) 230 6377 Faks (0312)230 0358 E-posta:www.kaosgl.com, info@kaosgl.com</p>
<p>Multeci Der -İzmir Anafartalar Cad. Salepçioğlu Vakıf İşhanı No: 96 / 511 Kemeralti / Konak –İzmir Tel: (0232) 4835421 E-mail: bilgi@multeci.org.tr ofis@multeci.org.tr</p>	<p>IHD- İnsan Hakları Derneği Tunalı Hilmi Cad. 104/4 Kavaklıdere / Ankara Tel: (0312)4664913-14 E-posta: ihd@ihd.org.tr or posta@ihd.org.tr</p>
<p>HRFT – Türkiye İnsan Hakları Vakfı Van Ofisi Hastane 2 caddesi Gorsoy Is Merkezi Kat 3 No 17 Merkez Van Tel: 432 215 47 24 Fax: 432 215 47 21</p>	<p>VAKAD – Van Kadın Derneği Sihke Caddesi Yüzüncü Yıl İş Merkezi A Blok Kat: 2 No: 49 Van Tel: (0432) 2149015 (0432) 2144587 E mail: kadinderneği@gmail.com vankadinderneği@hotmail.com</p>
<p>Mazlum Der Tel: (0212) 5262439 / 38 E-posta: mazlumder@mazlumder.istanbul.org</p>	<p>IHH - İnsan Hak ve Hürriyetleri İnsani Yardım Vakfı Tel: (0212) 631 2965 (0212) 631 2121</p>
<p>Kimse Yok Mu? Bulgurlu Mah. Aydınöğlü Sok. No: 27 34696 Küçükçamlıca Üsküdar/ İstanbul Tel:(0216)5218080 E mail: info@kimseyokmu.org.tr</p>	<p>Cansuyu Yardımlaşma ve Dayanışma Derneği Posta Kutusu 20 Dikmen/ Ankara Tel: (0312) 2852002 E mail: cansuyu@cansuyu.org.tr.</p>
	<p>TEGV – Türkiye Eğitim Gönüllüleri Vakfı Havaalani Yolu, Meteoroloji Yani Van Tel: (432) 217 15 61 Fax: (432) 217 15 61</p>

ASAM-Association for Solidarity with Asylum Seekers and Migrants

<p>SGDD – Ankara Emek Mah. 8. Cad. 29. Sok. No.37 Çankaya – Ankara Tel: 0312 427 55 83 – 0312 212 60 12 – 0312 212 60 13 Fax: 0312 212 60 14</p>	<p>SGDD – Kırşehir Ankara Caddesi Türkmenoğlu İş Merkezi Kat 3 - No.15 Merkez – Kırşehir Tel: 0386 212 37 07</p>
<p>SGDD –İstanbul Kamer Hatun Mahallesi Hamalbaşu Caddesi 22 Kat:5 No. 11-12 Beyoğlu / İstanbul Tel. : 0 212 251 67 44</p>	<p>SGDD – Konya Aziziye Mahallesi Mimar Sinan Sokak No: 29/4 Karatay – KONYA Tel & Fax: (0332) 350 66 60</p>
<p>SGDD - Afyonkarahisar Marulcu Mah. Hacı Felahi Cad. Gökpinar Apt. 31/1 Merkez / Afyonkarahisar Tel & Fax: (0272) 214 49 13</p>	<p>SGDD – Tokat Ali Paşa Mah. Cumhuriyet Cad. İslamoğlu İş Merkezi Kat: 3 No: 27 Tokat Tel & Faks: (0356) 212 40 22</p>
<p>SGDD – Amasya Dere Kocacık Mahallesi Mus- tafa Kemal Paşa Cad. Ferit Yıldırım İşhanı Kat:2/3 Merkez – AMASYA Tel & Fax: (0358) 212 83 39</p>	<p>SGDD – Nevşehir Yeni Mah. Lale Cad. Yaylaklı İşhanı No: 16 Kat:2 Daire:7 Merkez / Nevşehir Tel/Fax: 0 384 212 18 52</p>
<p>SGDD – Gaziantep Ali Fuat Cebesoy Bulvarı, Mücahitler Mah. 59. Sok. Basmacı Vakıflar İş Merkezi No:103 Şehitkamil- Gaziantep</p>	<p>SGDD – Niğde Esenbey Mah. Şefiksoyer Meydanı Yıldız İş Merkezi Kat:6/18 Merkez – Niğde Tel/Fax: 0388 233 25 12</p>
<p>SGDD – Kayseri Fatih Mah. Oğuz Cad. Özbakkallar Apt. No. 25 Kayseri Tel &Faks: (0352) 222 62 15</p>	<p>SGDD - Isparta Hastane Cad. Turan Mah. 2208 Sok. Yenil Apt. Kat: 1 Daire: 7 Merkez / ISPARTA Tel/fax: 0246 202 20 12</p>

For general information on available services in your city and NGOs you can use UNHCR webpage at:

<http://info.unhcr.org.tr/index.php>