



# BASIC FACTS ABOUT REFUGEE RESETTLEMENT

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## *A. INTERNATIONAL PROTECTION AND RESETTLEMENT*

1. Each State has a duty to ensure the rights and freedoms of its citizens are respected. When this national protection is denied or is otherwise unavailable, the need for **international protection** arises. International protection begins with securing admission of refugees to a country where they seek asylum, the grant of asylum to those who qualify, and respect for their fundamental human rights. International protection ends only with the attainment of a **durable solution** by way of voluntary repatriation when conditions in countries of origin permit, local integration in the first country of asylum or resettlement to a third country.
2. Protecting refugees is primarily the responsibility of States. The Office of the United Nations High Commissioner for Refugees (UNHCR) works to ensure that governments take all actions necessary to protect refugees, asylum-seekers and other persons of concern who are on their territory or who are seeking admission to their territory. UNHCR, the UN Agency with a unique and specific mandate to provide international protection to refugees at the global level, also strives to secure durable solutions for refugees in cooperation with governments and non-governmental organizations. In all of its activities, UNHCR's work is of an entirely non-political, humanitarian and social character.

## *B. WHAT IS RESETTLEMENT TO A THIRD COUNTRY?*

3. Many refugees cannot go home because of continued conflict, wars and persecution. Many also live in perilous situations or have specific needs that cannot be addressed in the country where they have sought protection. In such circumstances, UNHCR helps resettle refugees to a third country. Resettlement is the transfer of refugees from an asylum country to another State that has agreed to admit them and ultimately grant them permanent settlement. As such resettlement is an instrument of protection and a tangible mechanism for governments and communities across the world to share responsibilities for refugees.
4. Resettlement States provide the refugees they have accepted with legal and physical protection, including access to civil, political, economic, social and cultural rights similar to those enjoyed by nationals. The problem is resettlement places are very limited, and the number of refugees to be resettled in a given year is determined by the resettlement countries themselves and not by UNHCR. In 2018, for example, less than 5 per cent of UNHCR's global refugee resettlement needs were met.

5. A refugee **does not** have a right to resettlement. Resettlement is a solution that only applies to refugees in very specific circumstances. There are precise criteria defined by the resettlement countries and UNHCR for a refugee to be considered for resettlement.
6. To be considered for resettlement through UNHCR referral, the person:
  - must have been **recognized as a refugee** by UNHCR,
  - is able to demonstrate to a resettlement country that he/she left the country of origin because of **a well-founded fear of persecution** for reasons of race, nationality, political opinion, religion or membership in a particular social group,

**and** he/she

- has serious legal or physical protection problems in the first country of asylum (for example, an imminent threat of deportation or expulsion amounting to *refoulement*), or suffers from particularly serious vulnerabilities such that resettlement to a third country may be the only viable solution in his/her specific case, or
- has immediate family member(s) residing legally in resettlement countries with whom he/she wants to reunite.

### **C. WHO IS INVOLVED IN RESETTLEMENT?**

#### **The Resettlement Country**

8. Resettlement to a third country depends on the **willingness and ability** of the third country to accept a person for long-term stay on its territory.
9. It is the authorities of the third country who make the decision as to whether or not to accept a refugee for resettlement.
10. Each country has its own **regulations and procedures** in respect to the resettlement of refugees.

#### **UNHCR**

11. UNHCR can recommend the resettlement of refugees who meet the established legal criteria, but it cannot guarantee that the recommendations will be accepted by the resettlement countries.
12. UNHCR has no decision-making authority on resettlement cases. Decisions are made by the concerned officials of the resettlement countries.

#### ***D. RESETTLEMENT AND FRAUD***

13. There are many unscrupulous individuals and organizations who see resettlement as an opportunity to profit from the desperation and vulnerability of refugees, given their limited options for safe and legal access to third countries. Fraudsters may be posing as UNHCR staff - or claiming to know someone who works for UNHCR - and offering to guarantee resettlement through UNHCR in return for money or favors.
14. Bogus organizations are using internet chat groups and fake websites to promise resettlement and employment opportunities in Europe and North America for a fee. There are fake visa and migration companies targeting refugees and offering to “secure” them immigration through local embassies in return for considerable fees. [These are all scams.](#)
15. UNHCR **never charges** refugees for resettlement or, for that matter, for any services it provides to refugees, asylum-seekers or other persons of concern to the organization. [All UNHCR services are free of charge.](#)
16. Any person, including a UNHCR employee, or organization claiming to be able to help a refugee with resettlement in return for money or favors must be reported to the UNHCR office immediately. The reporting could be done through the UNHCR Complaints Procedure (attached), or addressed to a strictly confidential UNHCR e-mail address - [ISRTEReport@unhcr.org](mailto:ISRTEReport@unhcr.org).
17. Similarly, a refugee **must not** attempt, under any circumstances, to bribe any person working for UNHCR in any capacity. Such an attempt will have serious consequences for the refugee concerned, including criminal penalties under applicable national law.

## **UNHCR Israel Complaints Procedure**

UNHCR provides protection and assistance to refugees, asylum-seekers and other persons of concern in an impartial manner on the basis of their needs, irrespective of their race, religion, political opinion, age, or gender. UNHCR's capacity to ensure the protection of refugees and other persons of concern depends on the ability of its staff, contractors and implementing partners to uphold and promote the highest standards of ethical and professional conduct.

The UNHCR complaints procedure allows individual asylum-seekers or refugees who believe they have been the victims of serious misconduct by UNHCR staff, its contractors or partners to bring information about the allegedly wrongful behaviour to the management of UNHCR Israel. Complainants will receive a preliminary response within 30 days. Individuals wishing to lodge a complaint should use the form on the reverse to report their grievance.

### **Be aware that**

- The UNHCR complaints system addresses instances of serious misconduct where the allegedly responsible party was a staff member of UNHCR or its implementing partner.
- Complaints must have an author. Anonymous complaints cannot be investigated.
- In all cases, complaints must be brought within three months of the time of the alleged wrongdoing.
- Reporting through the complaints procedure will not in any way prejudice or positively influence any decisions regarding assistance or services to which you would otherwise be entitled.
- Complaints which are determined to be unfounded or malicious may lead to prosecution by Israeli authorities.
- UNHCR will ensure the confidentiality of the complaints process. Only those individuals whose involvement in the resolution of the complaint is necessary will be informed of the content of the complaint.

### **Filing a complaint**

- To initiate a complaint, please fill out the form on the reverse side of this page as completely as possible. After completing the form, please put it in a sealed envelope marked "CONFIDENTIAL" and addressed to the "ATTENTION: UNHCR REPRESENTATIVE". The form may be mailed to the UNHCR Israel office, P.O.Box 52594, Tel Aviv 6713208, or sent by confidential e-mail to [ISRTEReport@unhcr.org](mailto:ISRTEReport@unhcr.org). You may also place your envelope in the Complaints Box at UNHCR premises (reception room on second floor) – 119 Hahashmonaim Street, Tel Aviv.
- If your complaint is accepted for consideration through the complaints procedure, you will be notified within 30 days of the receipt of your complaint. You will also be advised of the outcome of the complaint following completion of the investigation.

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## UNHCR ISRAEL COMPLAINTS FORM

**Name of complainant**

Name:	Asylum-seeker <input type="checkbox"/> Refugee <input type="checkbox"/> Other <input type="checkbox"/>
Address:	Telephone:

**Name of person(s) complained about (title, role or a description if name is not known)**

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**Details of complaint**

<u>When</u> did the complained about behaviour take place?  
<u>Where</u> did the complained about behaviour take place?  
<u>What</u> happened? (please attach additional sheets if necessary)       

**Witnesses (or other persons knowledgeable about the complaint)**

Name(s):	Telephone number or other contact information:

**Supporting documents (please list and attach any documents supporting your complaint)**


I certify that all of the information provided above is true and correct to the best of my knowledge and belief. I am aware that my complaint will be held in strict confidence by UNHCR and that I will be advised of the outcome of my complaint in a timely manner. I am further aware that making allegations against UNHCR staff or partners which I know to be false is a serious offence which may lead to prosecution by Israeli authorities under applicable law.

\_\_\_\_\_

Place and Date

\_\_\_\_\_

Signature of Complainant