

## 56781 Complaints about Asylum Seekers

This is an information request relating to complaints made to the council about asylum seekers in the area.

Please include the information for the current financial year, from April 2025 to present (12/08/2025):

- Whether there have been any complaints to the council that mention any of the following words/terms: “asylum seeker”, “migrants”, “refugees”, “immigrants”.
- If possible, the number of complaints
- A copy of each complaint, anonymised to remove any personal information or addresses.

Searches have been completed of records held by our Refugee and Migration teams (including Ukraine Support) and our Housing Support Teams (including Temporary Accommodation) and we have identified no complaints specifically about asylum seekers, migrants, refugees, or immigrants.

We have seen an increase in the number of people enquiring about their own homeless situation and looking for advice on how they can be housed in permanent accommodation. These refer to the housing crisis we are in, the lack of accommodation, unhappiness with the process and, although mention has been made of the terms “asylum seeker”, “migrants”, “refugees”, “immigrants”, the complaints are about their own housing situation and not about these individuals referenced in your request.