

Empowering Refugees – A Focus Group Analysis Necessary Procedures for Effective Complaint Management

An Abstract of the Thesis By
Muna Aikins

Background: Social Work as a Human Rights Profession should empower refugees. It should meet their needs and promote their interests. Many refugees are asking for the possibility to complain about problems in their homes and feel left alone. A group of activists asked for help to frame a policy paper in order to express the mismanagement in their accommodations and the violation of their rights.

Aim: The task of this work is to assist a group of refugees to voice their needs and to express their demand for a complaint management in refugee accommodations. The participatory action research (PAR) is used as a method to evaluate the current situation and to develop a concept.

Discussion: The Empowerment Approach is framed within the context of Social Work with refugees in Germany. This thesis discusses and evaluates participation and empowerment of refugees in recent civic engagement projects. Centrally, it advocates for need-based empowerment.

Conclusion: As an outcome a concept designed in the process of the focus group is presented; providing final recommendations how to set up an effective complaint management for refugees in Berlin.

Key words: Empowerment, refugees, complaint management, PAR, focus group interview