

Frequently asked questions



Welcome the stranger.
Protect the refugee.

What is Resettlement?

Resettlement is one of the three durable solutions. Resettlement to a third country involves the selection and movement of a refugee from his/her country of asylum (Kenya) to another country that has agreed to admit him/her as a refugee and to permanently settle there. Resettlement is a limited solution available to refugees who meet very specific requirements. The criterias are defined by the Resettlement Country, specific protection needs and particular vulnerabilities.

If I was interviewed during the protection assessments, social assessment, received counseling, profiling, or met a HIAS staff, does that mean that I will automatically be considered for resettlement?

No. Protection assessment and legal counseling, profiling, open consultations in HIAS offices, or other counselling with HIAS staff aim to provide a general assessment of an individual refugee's situation and not for Resettlement. If you are considered for Resettlement, you will be specifically contacted by HIAS Resettlement Unit. If you are not contacted, that means you are not being considered for Resettlement at this time.

How do I know if I am being considered for Resettlement by HIAS?

You should not assume that you have a Resettlement case or have been considered for Resettlement, unless you are interviewed by a HIAS resettlement staff member who informs you that you are invited to a Resettlement Interview and all aspects of Resettlement processing will then be explained to you. If following the Resettlement Interview, your case is positively assessed and meets the Resettlement criteria, it will be submitted to the Resettlement Country and you will be notified.

Who can be considered for resettlement at HIAS-Kenya?

Any recognized refugee with an identification card who meets the resettlement criteria regardless of race, religion, nationality, membership of a particular social group, or political opinion.

No refugee is automatically entitled to be considered for Resettlement after living a certain number of years in their country of asylum.

How does HIAS decide who is submitted for resettlement?

Each year, Resettlement Countries decide how they will allocate Resettlement places among the millions of refugees throughout the world, and HIAS can only process cases for Resettlement submission within existing criteria's and limits.

After receiving a resettlement referral, HIAS carries out screening and review of the referral. Interviews and assessments are then conducted. Thereafter, further review is done at the country and Headquarters level. once the case is approved, it is then submitted for resettlement.

Should I or my dependents stop working or studying when our case is considered for Resettlement?

No. Final decisions regarding Resettlement to a Resettlement Country are done by the Governments of the Resettlement Countries. As such, there is no guarantee your case will be accepted for Resettlement until this is pronounced by the Resettlement Country. Additionally, Resettlement is a long process and if your case is accepted for Resettlement, job skills and education, including language skills, will be of fundamental importance in the Resettlement Country. Your skills will help you to better integrate once you are resettled!

HIAS-Kenya Resettlement Information for Persons of Concern

Resettlement is a viable option for less than one percent of the 100 million people worldwide who have been forced to flee their homelands due to persecution owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion.

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Do I have a right to be considered for resettlement?

No, resettlement, is not a right. Resettlement is a solution that only applies to refugees in very specific circumstances.

Resettlement is not automatic. Recognition of refugee status does not necessarily mean that a refugee has a case for resettlement. Resettlement is not a right embodied in international law. There is no obligation on countries to accept refugees for resettlement.

If I have been interviewed for Resettlement, when should I follow-up on my case?

HIAS will inform you if and when your case is submitted to a Resettlement Country. You may inquire on the status of your case through weekly outreaches in Kayole, Kawangware, and Eastleigh, and through the rst mail rstkenya@hias.org. However note that the Resettlement process after the case has been submitted to the Resettlement Country varies between months and sometimes even years.

What happens if my case is not recommended for Resettlement Submission at HIAS?

If your case is found not to meet the Resettlement criteria and hence cannot be submitted for Resettlement, you will be informed by a HIAS resettlement officer or resettlement communications officer.

Can I appeal HIAS' decision not to recommend my case for Resettlement Submission?

There is no appeal system if your case is found not to be in need of Resettlement by HIAS.

What happens if I have been interviewed for Resettlement and there is a change in my family, such as marriage, birth or death?

You should inform UNHCR and HIAS as soon as possible.

What happens if there are changes in my contact details?

You should inform HIAS as soon as possible if there is a change in your contact details, including your physical address, your phone number and / or your email address.

Can I pay money for me to be considered for resettlement?

All services provided by HIAS and partners are free of cost. You should not pay money for any services, including resettlement.

What happens if my case is rejected for resettlement by the Embassy?

You will be informed by the Embassy through a letter or through a resettlement officer and your resettlement case will be closed. You will no longer be in the resettlement process.