

Suffolk Refugee Support Forum

Suffolk Refugee Support Forum is a small charity based in St Matthew's Street , Ipswich. We offer support and advocacy for over 600 refugees and asylum seekers living in Ipswich and the surrounding areas.

Following a successful bid to the Big Lottery Fund, we approached Suffolk ACRE for a quote to install six new PC's and a server in our office. Matt and Danny came to the office to discuss our needs and to look at the existing set-up which was badly in need of modernisation. They advised us of the best system to suit our needs and searched for the most cost effective equipment for us, bearing in mind our budget.

The equipment was installed with minimal disruption to our office and is now running well. Matt has been very attentive in clearing up the initial minor teething problems we experienced, both by telephone and by visiting us. All work carried out has been done in a very professional and helpful manner. The staff at Suffolk ACRE have explained the new system clearly to us and given us step by step instructions to help us to use it effectively. The staff and volunteers at Suffolk Refugee Support Forum are enjoying using the new faster machines and report that they are really helping us to improve the services we offer to our clients.

We have just agreed an on-going service arrangement for IT support from Suffolk ACRE which enables us to contact the team for any further help we need. The response so far has been very prompt and professional.

Many thanks to Matt, Danny and the team at Suffolk ACRE.