

Subject: Urgent: Request for Immediate and Professional Handling of Emergency Refugee Calls

Dear [Mayor's Name],

I hope this message finds you well. My name is Tommy Olsen, founder of Aegean Boat Report, an independent humanitarian organization that has monitored and documented arrivals and distress situations in the Aegean for over eight years.

I am reaching out to you as the mayor of [Island's Name] regarding an urgent and ongoing issue. When people in distress — whether at sea or newly arrived on land — contact Aegean Boat Report, we do our utmost to immediately pass their location and situation to the relevant authorities, so they can receive prompt and lawful assistance.

However, we have encountered serious challenges in these critical moments. Too often, when we contact local authorities — including the police or coast guard — our calls are met with hesitation, refusal to engage, or abrupt disconnection. In several cases, officers have hung up the phone while people in distress were waiting for help.

Such responses are not only deeply unprofessional but can endanger human lives. Every minute lost in these situations can determine whether a child, a mother, or an elderly person survives.

I fully understand the difficulties your island faces, including limited resources, political pressure, and the heavy burden placed on local communities. My appeal is not confrontational; it is a humanitarian request for responsible conduct.

I respectfully ask that you remind and instruct relevant local authorities — including the police and coast guard — to handle such emergency calls professionally and with the urgency they deserve.

Even small improvements in response and communication can make the difference between life and death for vulnerable people arriving in distress.

We have also seen the devastating local consequences when people in distress are not rescued in time.

When bodies wash ashore, it is often local residents who find them — sometimes children discovering the dead on beaches, or fishermen who pull them from the sea together with their nets.



These scenes are deeply traumatic and leave lasting scars on island communities that have already carried this burden for years.

Preventing such tragedies through timely and professional response is not only a humanitarian responsibility, but also a matter of respect for your own citizens.

Our only goal is to ensure that no more lives are lost unnecessarily at Europe's maritime border. Ensuring that emergency information is handled promptly and respectfully is a matter of basic human decency and professional integrity.


Thank you for taking the time to consider this request. I sincerely hope you will act to ensure that all calls concerning people in distress are handled in accordance with the law and the principles of humanity.

Yours sincerely,

Tommy Olsen

Founder, Aegean Boat Report

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