Mauritania

Where to report

Nouakchott

Call 80003000 (24h/7d)

Nouadhibou

Call 80003001 (24h/7d)

Bassikounou

Call 80003002 (24h/7d)

email: maubapsea@unhcr.org

LOCATE THE NEAREST COMPLAINT BOXES

Nouakchott

at **CIAUD** reception centre.

Nouadhibou

- at **UNHCR** (Dubai)
- and **CIAUD** partner office (Socogim)

Bassikounou

- **UNHCR** boxes in **Mbera Camp**: UNHCR registration center, UNHCR office, 4 Distribution centers.
- **RET** boxes: at four community centers and one connectivity center in **Mbera camp**, as well as **RET** premises in Bassikounou.
- **CIAUD** partner office in Bassiknou.

VISIT

Nouakchott

In-person UNHCR Protection desk, operational from **Monday to Thursday**, **08:00 AM to 05:00 PM**, at **CIAUD reception centre**.

Nouadhibou

UNHCR Office is open from **Monday to Thursday** from **08:00 AM to 05:00 PM** and **Fridays from 08:00 AM to 01:00 PM.**

Protection desk is operational at **CIAUD** office on **Tuesday and Thursday** from **09:00 AM to 02:00 PM.**

Bassikounou

UNHCR Protection desk in Mbera camp is open from **Monday to Thursday** from **08:30 AM to 03:00 PM** inside UNHCR registration centre.

YOUR COMPLAINT WILL BE TREATED WITH DISCRETION AND BE KEPT STRICTLY CONFIDENTIAL

If you are aware of or have concerns or suspicions about a possible case of sexual exploitation and abuse by a UNHCR, UN, or NGO staff member, report directly to the Inspector General's Office (IGO) at UNHCR Headquarters:

By confidential email: inspector@unhcr.org
By using the Online Complaint Form
In person or by post: UNHCR, 94 Rue de Montbrillant, Switzerland - Case postale 2500, 1211 Geneva, Switzerland