

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 UNHCR
and ALPD partner offices

Nouadhibou

at UNHCR
and AFCF partner offices

Bassikounou

- UNHCR boxes: UNHCR registration center, UNHCR office in **Mbera Camp**, Distribution centers
- Save the Children boxes: at four community centers and one connectivity center in **Mbera camp**, as well as in Save the Children premises in Bassikounou.



VISIT

Nouakchott

In-person UNHCR Protection desk, operational from **Monday to Thursday, 09:00 AM to 01:00 PM**, at ALPD partner's offices.

Nouadhibou

UNHCR Office is open from **Monday to Friday** from 08:00 AM to 05:00 PM.
Protection desk is operational at ALPD office from Tuesday to Thursday from 09:00 AM to 02:00 PM.

Bassikounou

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

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:

Email: inspector@unhcr.org

Confidential fax: +41 22 739 7380

Mail: UNHCR, 94 Rue de Mont brillant, 1202 Geneva, Switzerland