

Mauritania

Where to report



Call: **80003000 / 80003001 / 80003002** (24h/7d) toll free



email: maubapsea@unhcr.org



LOCATE THE NEAREST COMPLAINT BOXES

Nouakchott

at **CIAUD reception centre** (street of the house of former Prime Minister)

Nouadhibou

- at **UNHCR Office** (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** office in Bassikounou.
- **CIAUD** partner office in Bassikounou.

Nema

- **CIAUD partner office** in Nema.



VISIT

Nouakchott

UNHCR Protection and Registration desks, operational from **Monday to Thursday, 08:00 AM to 05:00 PM** and **Friday 08:00 AM to 01:00 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 partner 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.

Nema

UNHCR Office is open from **Monday to Thursday** from **08:00 AM to 05:00 PM** and **Friday** from **08:00 AM to 12:00 PM**.

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

