

UNHCR in Türkiye

April 2025

85,341 calls

answered so far in 2025.
(650,000 in 2024).

48 trained counsellors
dedicated to supporting
the refugees in **13**
languages.

1,500 to 3,000 calls
received at the
Counselling Line each
day.



Won two Gold Awards by
[ContactCenterWorld.Com](https://www.contactcenterworld.com)
in 2024.

 **444 48 68**

From 9.00 to 17.00 on
Mondays to Thursdays,
and from 9.00 to 16.00 on
Fridays



Here, we deal with everything you can imagine about life. Starting from - how to enrol their child in school, how to continue education, and the legal procedures to get married - to how to address gender-based violence situations, medical needs, resettlement, and potential deportation.

I once received a call from an Afghan woman, a single mother. Her husband had left without any word, and she had no income. I felt obligated to see her in peace. I directed her case to the protection unit, resulting in the woman getting support and other vital assistance.

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Ms Akzhan, working at the counselling line for one and a half years.

Context

Prolonged displacement often deeply impacts refugees, leading to distress and hopelessness, despite the support received in the host country. The challenge of adapting to a new environment, coupled with the uncertainty of their future, may be overwhelming.

Furthermore, refugees often face cultural, linguistic, and social barriers in their new environments. Responding to their queries and helping them navigate the rules and regulations of the host country in a familiar language reduces their anxiety and reliance on unverified sources of information and ultimately improves their overall well-being. The UNHCR Counselling Line in Türkiye plays a crucial role in supporting refugees by providing vital information and guidance since 2019. It is often their first point of contact with UNHCR. Under the direct guidance of the UNHCR Protection team, the counselling services are provided in 13 languages, including Arabic, Pashtu, Farsi/Dari, Kurdish and French as most of the callers originate from Syria, Afghanistan, Iran and Iraq. The counsellors are trained in the UN Code of Conduct and protection-centred interview techniques. They are equipped with all vital information on refugee protection and available services.



Ms Farah - one of the 50 compassionate counsellors.

Standard Operating Procedure

Three counselling lines are available for refugees: one regular line for general matters, including legal assistance, financial support, and resettlement procedures, and two dedicated lines relating to gender-based violence and complaints. The complaint line receives concerns relating to UNHCR's services and addresses matters relating to protection from sexual exploitation and abuse.

The counsellors are provided with a "Counselling Compendium" that serves as the base document for the information provided to the refugees. It is updated regularly and covers a broad range of emerging issues related to Temporary and International Protection, available social services, UNHCR's assistance programmes, resettlement, and other areas of interest for refugees and beneficiaries of temporary protection. Calls received beyond working hours are recorded and subsequently transferred to counsellors. The counsellors refer the case to appropriate teams with UNHCR and/or competent authorities when necessary. In recent years, most calls have been related to resettlement, financial needs, and legal assistance.

In addition to being an essential and trustworthy source of information, the Counselling Line also works as an effective tool to monitor refugees' general protection situation, access to services, and other protection gaps. It usefully complements the services put in place by the authorities, which serve all foreigners in Türkiye.

Learn more: [Short video](#) | [Social Media Video](#) | [Web story 1](#) | [Web story 2](#)

UNHCR is grateful to the donors for unearmarked and softly earmarked contributions to the refugee response. UNHCR in Türkiye is also thankful to donors who are contributing to the 2025 programmes. For more details: [UNHCR Türkiye Funding Update – 31 March 2025](#).

