

COMPLAINTS PROCEDURES

UNHCR's complaint procedures allow refugees and asylum seekers to file a complaint if there has been misconduct by UNHCR staff, interpreters, guards or NGO partners. A complaint must be filed within 3 months of the incident.

Process to file a complaint



There is a complaint form available at all UNHCR offices if you wish to use it.



Put your name and phone number on the complaint. Anonymous complaints will not be investigated.



Outline your complaint in as much detail as possible with dates, locations, witnesses.



Put the name or function or detailed description of the staff member, interpreter, guard or partner staff against whom the complaint is filed.



Unfounded or malicious complaints may lead to prosecution by the Egyptian authorities.



Queries or appeals for RSD or resettlement cannot be addressed through the complaints process.



UNHCR will ensure the confidentiality of the complaint process.

HOW TO FILE A COMPLAINT?

1- Through the office



Put the sealed envelope in the Complaints Box located in UNHCR office.

3- By E-mail to



ARECA@UNHCR.ORG and it will be forwarded to the UNHCR Egypt Representative.

2- By post to



UNHCR Egypt Representative,
UNHCR, 17 Mekka El Mokarrama St. 7th District, 3rd Division,
6th October City.

Complaint letters should be marked "Confidential".

You will be notified within 2 months after submitting your complaint.