

# The Berlin Independent Complaints Office

Die Berliner unabhängige Beschwerdestelle (BuBS)

## What do we do at BuBS?

We help refugees to formulate complaints to the authorities in Berlin. We support you through the administrative process by recording your complaint in your native language, translating it into German and sending it to the responsible authorities for you. A complaint can, for example, be related to the furnishing of the accommodation, discrimination by government officials, excessively long processes, etc.

- **We are independent.**
- **All conversations are confidential and complaints can be anonymous if you wish.** We only share information if you want us to share it.
- **Assistance is free.**

## Who can contact us?

- Refugees registered in Berlin, no matter where they live in the city
- Employees of refugee accommodations
- Volunteers

If you want someone to contact us on your behalf, that person needs a power of attorney from you.

## How does the handling of the complaint work?

Just contact us via our hotline, our website, by e-mail, or come to our office during our consultation hours in Neukölln. If you live in a refugee accommodation, you

can reach us there during our consultation hours, which take place once or twice a month. The consultation hours are posted in your accommodation.

We take over the administrative process for you. Our complaints' guides first record your complaint in your native language. Our social workers will then forward your complaint to the responsible authorities in Berlin. You will receive a reply from the authority or – only if you wish – it will be sent to BuBS. If you have any further questions or need the reply to be translated, we will be happy to help you.

Obviously, you should not suffer any disadvantages in your accommodation or with an authority because of the complaint.

## Our Hotlines:

We are available Monday to Friday from 09:00 – 17:00. Sign language interpretation and other languages can be arranged.

### German

All employees

### Arabic and Kurdish

☎ +49 173 6170890 (AR, KU [Kurmanji]) man

☎ +49 173 6170827 (AR) man

☎ +49 173 6178735 (AR) woman

### Vietnamese

☎ +49 173 6170724 woman

### English

☎ +49 173 6288691 man

☎ +49 173 6288938 man

### Russian and Ukrainian

☎ +49 173 6178735 (RU, UKR) woman

☎ +49 173 6170827 (RU) man

### Farsi and Dari

☎ +49 173 6170865 woman

☎ +49 173 6289556 man

### Turkish

☎ +49 173 6288938 man

☎ +49 173 6170929 woman

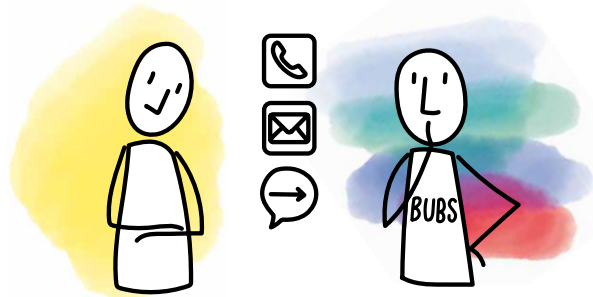
### Romanian/Moldavian

☎ +49 173 6288691 man

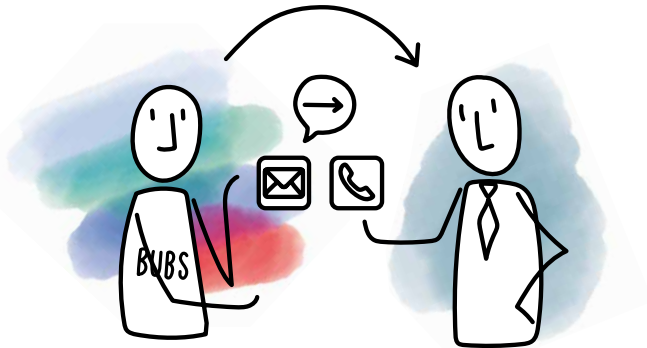
### Urdu/Hindi

☎ +49 173 6289556 man

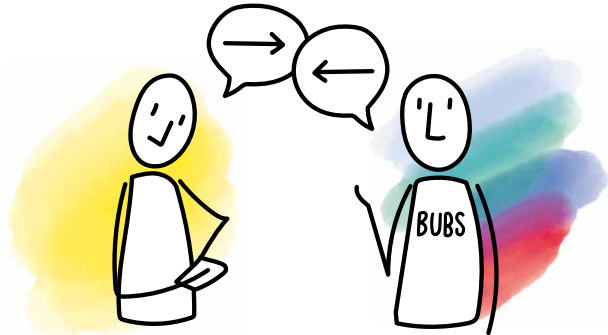
1. Our employees will record your complaint in your native language. **All conversations are confidential and can be anonymous.** You decide whether you prefer to speak to a woman or a man.



2. Our social team will advise you on how to proceed and write your complaint as you wish. We will then translate your complaint into German and forward it to the responsible authority.



3. If you have any questions about the response of the authority, we will be happy to help you.



## Contact



Our open consultation hours are:

Mon: 9:00 AM – 1:00 PM

Tue – Thu: 9:00 AM – 1:00 PM & 2:00 PM – 5:00 PM

Fri: 9:00 AM – 3:00 PM

Appointments can also be arranged, if needed, until 7:00 PM.

✉ Berliner unabhängige Beschwerdestelle (BuBS)  
Donaustraße 78  
12043 Berlin

☎ +49 30 816901-2570

🌐 [www.bubs.berlin](http://www.bubs.berlin)

📘 [www.facebook.com/bubs.berlin](https://www.facebook.com/bubs.berlin)



### General contact:

@ [info@bubs.berlin](mailto:info@bubs.berlin)

### Contact for complaints:

@ [beschwerde@bubs.berlin](mailto:beschwerde@bubs.berlin)

### Directions:

U U-Bhf Karl-Marx-Straße or

BUS Bus Geygerstraße (M41 from Hermannplatz)

♿ All of our rooms are wheelchair accessible.



**JOHANNITER**

Senatsverwaltung  
für Arbeit, Soziales, Gleichstellung, Integration,  
Vielfalt und Antidiskriminierung

**BERLIN**



Berliner unabhängige Beschwerdestelle



**Our goal is to improve  
the living conditions of  
refugees in Berlin.**