

Landeshauptstadt



Hannover

Clearing Point for the accomodation of refugees and/or homeless persons

The Clearing Point for refugees and homeless persons in Hanover is your contact for all problems regarding accomodation, that cannot not be solved through direct exchange between the persons affected and the operators oft he accomodation facilities. It is primarily there to adress the concerns of refugees and homeless persons staying in our accomodation facilities, but can also be contacted by volunteers or employees, if others, e. g. the operators, are not able to help. The complaints office reacts and acts on specific complaints, and investigates those on its own responsibility. It cannot, however, deal with any questions regarding immigration law.

The Clearing Center can be contacted on the above-mentioned matters referring the accomodation of refugees and homeless persons in writing, by phone and/or in person (during office hours) by refugees, homeless persons and everyone else working with refugees and homeless persons.

Our goal is to find timely solutions for any problems and grievances in the care and in the accomodation of refugees and homeless persons, which contribute to conflict resolution and conflict avoidance, as well as to systematically record and to improve those.

We guarantee to treat every inquiry to the Clearing Center confidentially, and that those will be free of charge. We also guarantee, that bringing up a complaint will not result in anybody's detriment, nor will it have any ill effects regarding one's accomodation.

The Clearing Center can be reached via email: 56klaerungsstelle@hannover-stadt.de, or by phone: 0511 168 45478.

Every Tuesday from 3 p.m. to 4 p.m., the Clearing Center can also be visited in person at Leinstrasse 14, 30159 Hanover.