

Not everything goes well in resident centres for refugees. Are you treated unfairly, do you face troubles at your residence, with the administrations, with doctors or neighbours? You can approach us to ask for help. Together, we will try to find a solution to your problem. You can come by in the opening hours, but you can also send a letter, an e-mail, leave a message or a voice message.

ESTA- Beschwerdestelle, Karl- Marx- Str. 98, 16816 Neuruppin  
Visiting times: Tuesday 10am to 6pm

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We have developed a concept for an independent complaint management in cooperation with the Landkreis Ostprignitz-Ruppin. As a resident of refugee homes, you can trust us with your worries and needs. It is our objective to prevent violence effectively and to provide the best possible protection for you as inhabitants. We inform you about rights and procedures and support you in implementing them as far as the law permits us. Our independent complaint management is an important part of the violence prevention concept of the Landkreis Ostprignitz-Ruppin.

Effective violence prevention is based on trust. Therefore, we actively consult you. You can talk to us in the kitchens and hallways of your residence centres and also, if desired, in your private rooms. We would like to make our complaint procedures known to all residents and achieve the greatest possible sincerity. At the same time, we would like to reveal existing impairments and work on them to support you.