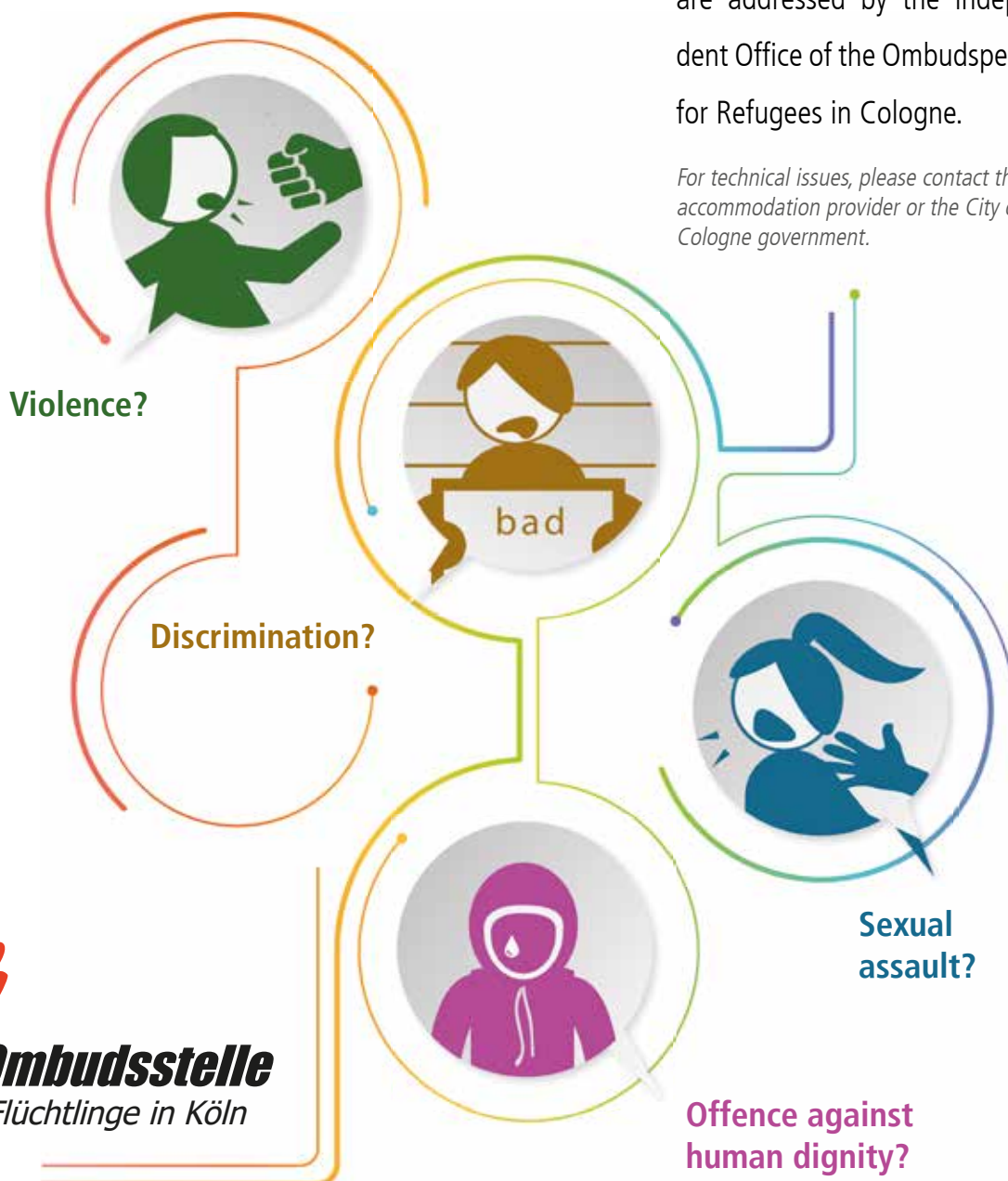


Complaints Office

For Asylum Accommodation

Tips and complaints about serious problems concerning accommodation and related services provided to refugees in Cologne are addressed by the independent Office of the Ombudsperson for Refugees in Cologne.

For technical issues, please contact the accommodation provider or the City of Cologne government.



Ombudsstelle
für Flüchtlinge in Köln

Ombudsstelle für Flüchtlinge in Köln
Neue Maastrichter Str. 12-14 (back courtyard)
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Regular business hours:
Mon, Tues, Thurs, Fri 9:00 AM – 12:00 midday
Wed 10:00 AM – 12:00 midday

info@ombudsstelle.koeln
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Ombudspersons



Thomas Zitzmann



Raphaella Schneider

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Thomas Zitzmann 0160 / 778 06 69
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