

# EXTERNAL REPORTING OFFICE



## ALL ABOUT ACCOMMODATION AND LIVING TOGETHER

CONFIDENTIALLY AND  
FREE OF CHARGE

# EXTERNAL REPORTING OFFICE

**Do you have a concern in connection with the asylum accommodation, with other residents or with employees? Criticism, wishes, praises, grievances or difficult situations? Then get in touch with us. We listen to you and, if necessary, advise you on the next steps – confidentially and free of charge.**

## **Who can contact us?**

Residents as well as care and security staff of the Federal Asylum Centre Zurich. The previous complaint options and offices are still available to you and will not be processed by the external reporting office.

## **Procedure**

- We work on behalf of the SEM and accept your request in German, English and French - personally, by phone, by WhatsApp/Signal, by e-mail or by post.
- All conversations are confidential and can remain anonymous. You decide.
- If you wish, we will forward your request to the responsible office.
- If a consultation is necessary, your concerns can be discussed in your native language.

## **Telephone availability**

Monday, Tuesday, Thursday, Friday: 2:00 p.m. to 3:00 p.m. on +41 78 220 99 34

## **Personal consultation hours on site**

Wednesday, 10.30 a.m. to 11.30 a.m., cafeplace GZ Wipkingen (next to the Federal Centre for Asylum Seekers), Duttweilerstrasse 11, 8005 Zürich  
Wednesday, 2:00 p.m. to 3:00 p.m., Wilhelmstrasse 10, 8005 Zürich

## **You will find us here**

Wilhelmstrasse 10, 8005 Zürich (Tram 4 to Escher-Wyss-Platz)

## **Contact**

### **External reporting office**

Wilhelmstrasse 10, 8005 Zürich  
+41 78 220 99 34  
meldestelle.baz.zuerich@sah-zh.ch  
www.sah-zh.ch

Im Auftrag des  
Staatssekretariats für Migration SEM