



Cyprus

INFORMATION

For asylum-seekers and beneficiaries of international protection in Cyprus

UNHCR Country Office in Cyprus
2026

Contents

UNHCR MISSION	1
INFORMATION AND ADVICE	2
APPLYING FOR ASYLUM	4
RECEPTION AND REGISTRATION	4
APPEAL PROCEDURE	5
THE EU DUBLIN PROCEDURE	5
ACCESS TO EMPLOYMENT	6
DISTRICT LABOUR OFFICES	6
SOCIAL ASSISTANCE	8
HEALTHCARE	9
EDUCATION AND TRAINING	9
FAMILY REUNIFICATION	10
GUARANTEED MINIMUM INCOME	11
HEALTHCARE	11
FEEDBACK AND COMPLAINTS	12
HELPLINES	13

UNHCR MISSION

UNHCR's primary purpose is to safeguard the rights and well-being of refugees. UNHCR strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another state. UNHCR's efforts in this regard are mandated by the Organization's Statute and guided by the 1951 United Nations Convention relating to the Status of Refugees and its 1967 Protocol. UNHCR's Executive Committee and the UN General Assembly have also authorized the Organization's involvement with other groups, including people who are stateless or whose nationality is disputed.

UNHCR offers protection and assistance to refugees and others in an equal and impartial manner, on the basis of their needs and irrespective of their race, religion, political opinion or gender. In all its activities, UNHCR pays particular attention to the needs of children and seeks to promote the equal rights of women and girls.

UNHCR is committed to the principle of participation and aims to ensure that forcibly displaced persons of all ages, genders and diverse groups are able to participate in decision-making procedures that affect their lives. Further to directly engaging with forcibly displaced persons, UNHCR, as part of its mandate, works in partnership with governments, regional organizations, international & non-governmental organizations.



The UNHCR Country Office in Cyprus is located within the *United Nations Protected Area in Nicosia*

Tel.: 22 359043

Email: cypni@unhcr.org

Website: www.unhcr.org/cy

Mailing Address:

P.O. Box 25577,
1310 Nicosia, Cyprus

INFORMATION AND ADVICE

Refugees and asylum-seekers have the right to contact UNHCR, including while in reception centres, shelters, and detention facilities.

Tel.: 22 359043
Email: cypni@unhcr.org

UNHCR's online Help Platform is accessible from mobile and desktop devices and includes useful information for refugees and asylum-seekers in [Arabic](#), [English](#) and [French](#). Please scan the QR code below or visit the webpage <https://help.unhcr.org/cyprus/>



For information on services offered by the government of Cyprus please visit or scan the QR code below or visit the webpage: www.gov.cy/en/



For **FREE** psychosocial counselling and legal advice on the refugee status determination procedure and asylum rights, you may contact UNHCR's partner NGO, the Cyprus Refugee Council:

Cyprus Refugee Council (CyRC)
9 Stasandrou Street, Flat 401, 1060 Nicosia
Tel.: 22 205959
Fax: 22 205960
Email: info@cyrefugeecouncil.org
Web: www.cyrefugeecouncil.org

The following organizations also offer social advice and material assistance to refugees, asylum-seekers, migrants and victims of trafficking:

- **AGAPI Migrant Centre** (Change to AGAPI Cyprus)
Athanasίου Diakou 62, 3032, 3040 Limassol
Tel.: 99 774461
Email: agapi.cyprus@gmail.com
Web: www.agapi.org.cy
- **All4Aid Community Centre**
1 Archiepiskopou Leontiou Street, 6021 Larnaca
Tel.: 24 003366
WhatsApp: 96 933018
Email: Cyprus@all4aid.org
Web: all4aid.org/larnaca-cyprus/
- **Caritas Cyprus**
8 St. Maron Street Flat 4, 1010 Nicosia
Tel.: 22 662606
99 601260 (English, French, and Greek); 99 476101 (Arabic)
Email: admin@caritascyprus.org
Web: www.caritascyprus.org

- **Cyprus Red Cross Society**

3 Kypriakou Erythrou Stavrou Street, 2063 Strovolos, Nicosia
Tel.: 22 504400, **Fax:** 22 666956
Email: admin@redcross.org.cy
Web: www.redcross.org.cy

- **Cyprus Stop Trafficking**

9 Ilioupoleos, Nicosia 1101
Tel.: 96 110 270 (WhatsApp/Viber))
Email: cyprus.stop.trafficking@gmail.com
Web: www.facebook.com/cystoptrafficking

- **Generation for Change CY**

Konstantinou Palaiologou 48, 1015 Nicosia
Tel: 22 100794
WhatsApp: 96 392 940
Email: info@generationforchange.org
Web: www.generationforchange.org

- **Hope for Children CRC Policy Center**

Griva Digeni Avenue 46, 5th Floor, Cosmos Tower, 1080 Nicosia
Tel.: 22 103234
Fax: 22 104021
Email: info@uncrcpc.org
Web: www.uncrcpc.org

- **KISA Migrant and Refugee Center**

2 Aristidou Street, 1015 Nicosia
Tel.: 22 878181 / **Fax:** 22 773039
WhatsApp: 99 098189
Email: info@kisa.org.cy
Web: www.kisa.org.cy

- **Mission Solidarity CY**

WhatsApp:96 076646
Email: info@missionsolidarity.org
Web: <https://missionsolidarity.org/>

- **Refugee Support - Dignity Centre**

17 Perikleous Street, 1010 Nicosia
Tel.: 99 173967
Email: dignitynicosia@refugeesupporteu.com
Web: www.refugeesupporteu.com/projects/nicosia-mark2/

- **Step Up Stop Slavery**

24 Grigoriou Xenopoulou Street, Office 102, 1st Floor, 1061, Nicosia
Tel.: 96 674212
Email: dignitynicosia@refugeesupporteu.com
Web: www.stepupstopslavery.org/about

APPLYING FOR ASYLUM

Persons who flee their country owing to fear of persecution or other serious threats to life or freedom, may seek international protection by applying for asylum. **The application is free of charge.** A Confirmation Letter shall be issued, proving that they have applied for asylum and that are legally residing in Cyprus.

The competent authority to examine asylum applications is the **Asylum Service:** 70 Arch. Makariou Avenue, Afemia House, 1077 Nicosia, Tel: 22 308501, 22 308505, email: info@asylum.mip.gov.cy.

Asylum-seekers who arrive irregularly in Cyprus shall apply for asylum at the “Pournara” First Reception Centre. Those arriving legally should visit the **Immigration Police** in their district of residence to submit an asylum application. **A lawyer is not required to submit an asylum application.** Asylum-seekers reserve the right, however, to have a lawyer during all stages of the asylum procedure.

Immigration Police:

- **Nicosia:** 6, Agamemnonos Street, 2411 Engomi | Tel.: 22 802360
- **Larnaca:** 34, Tassos Mitsopoulos Avenue, 6027 Larnaca | Tel.: 24 804223 / 24 804226
- **Limassol:** 223, Franklin Roosevelt Street, 3046 Zakaki | Tel.: 25 805211
- **Paphos:** 22, Corner Eleftheriou Venizelou and Kaningos, Nicolaou Court, 2nd floor, 8021 Paphos | Tel.: 26 806222
- **Famagusta:** 83 Eleftherias street, TAPOLOS Bld, 1st floor, 5380 Derynia | Tel.: 23 803286

Asylum-seekers whose asylum application is successful, will be granted international protection—either refugee or subsidiary protection status—and are required to apply for a residence permit. For issuance or renewal of residence permits, refugees and subsidiary protection beneficiaries shall request an appointment at the **Immigration Police** in the districts of Larnaca, Limassol, Paphos and Famagusta, via the contact details listed below. For persons residing in **Nicosia**, please contact the **Migration Department** for an appointment at 90 Arch. Makariou Avenue, 1077 Nicosia, Tel.: 22 308808, 22 308811.

- **Larnaca:** larnacaetiseis@police.gov.cy Tel.: 24 804223, 24 804236
- **Limassol:** limetiseis@police.gov.cy Tel.: 25 805650, 25 805210
- **Paphos:** pafosetiseis@police.gov.cy Tel.: 26 806222, 26 806215
- **Famagusta:** famagustaetiseis@police.gov.cy Tel.: 23 803286, 23 803288

RECEPTION AND REGISTRATION

- The “Pournara” First Reception Centre is located in Kokkinothrimithia, in the district of Nicosia. The Centre receives all newly arrived asylum-seekers who arrive in Cyprus irregularly. The Asylum Service is responsible for the coordination and supervision of the operation of the Centre. Asylum-seekers may remain at the Centre until they complete the registration procedure. This includes the lodging of the asylum application, a security interview conducted by the immigration police, certain medical examinations, and the submission of the application for welfare support.
- Persons who are **under 18 years** old, and who are not accompanied by their parents, shall be taken under the care of the Social Welfare Services and be provided with a Guardian. In this respect, such persons should bring this to the attention of the authorities as soon as possible to enable access to children’s rights, including appropriate accommodation arrangements.
- Asylum-seekers should inform the authorities about any **specific needs** that they or members of their family are facing, including medical issues and any other vulnerabilities, to receive appropriate assistance.
- Prior to an asylum-seeker’s relocation to the community, individuals are expected to find private accommodation and to provide the address to the Asylum Service. Please keep in mind that the authorities will use this address for communication, including for the examination of the asylum application and for receiving welfare assistance. Therefore, asylum-seekers should immediately inform the authorities of any change in their address. Failure to inform the authorities may result in the closure of the asylum file.

EXAMINATION OF THE ASYLUM APPLICATION

- The asylum application shall be examined by the Asylum Service through a personal interview. The interview may take place at Pournara First Reception Centre, the offices of the Asylum Service or at the offices of the EUAA after the completion of the registration process.
- The decision shall be issued within 6 months or may take longer in case of complex cases or many pending applications. According to the Law the procedure should not exceed 21 months.

APPEAL PROCEDURE

- In case of a negative decision, asylum seekers will receive a letter explaining the reasons for this. Asylum-seekers have the right to submit a recourse against the negative decision of the Asylum Service to the:

International Protection Administrative Court (IPAC)
5 Costi Palama Street, 1096 Nicosia
Tel.: 22 747500

- The appeal must be submitted within the deadline stated in the decision of the Asylum Service in either 10 days or 20 days from the negative decision was issued. Asylum seekers have the right to remain in Cyprus until the deadline of submitting the appeal is reached, and if for persons who submit an appeal, until the decision is issued. **Persons who do not submit an appeal by the applicable deadline will lose their right to remain and may be subjected to arrest and deportation.**
- Persons who do not have money to pay for a lawyer to represent them at court, may apply for Legal Aid at the International Protection Administrative Court (IPAC). An interpreter is present to assist with the completion of the application. In the application, asylum seekers should present the reasons for which their recourse has a good prospect of success.
- More information about the appeal procedure can be found here: <http://help.unhcr.org/cyprus/>

THE EU DUBLIN PROCEDURE

- The **Dublin Regulation** establishes which country within the EU is responsible for examining an asylum application. Asylum-seekers who have family in another EU Member State, must state this in the asylum application and must inform the Asylum Service immediately, as they may be entitled to join their family there. Once transferred to another EU Member State, that country will examine their asylum application.
- Asylum-seekers who arrive in another EU Member State before entering Cyprus, or travelled through another EU Member State to come to Cyprus, or applied for asylum before in another EU Member State, must inform the Asylum Service as there is a possibility that the other Member State is the one responsible to examine their asylum application.
- Until the authorities determine which Member State is responsible to examine a case, individuals maintain the status of an asylum-seeker in Cyprus and are thus entitled to the same rights as other asylum-seekers.

ACCESS TO EMPLOYMENT

The Refugee Law provides that asylum-seekers have the right to work in specific sectors after a maximum period of nine (9) months following the submission of their asylum application. According to the [Ministerial Decree 312/2023](#) asylum-seekers are entitled to work nine months after the submission of their asylum application.

. Registration Certificate ('Alien Book') and the Confirmation Letter issued upon submission of the asylum application are required to register.

Registrations and renewal of registrations for job searching can take place through the online **Public Employment Service** of the Department of Labour (Ministry of Labour and Social Insurance). **To Access this online Service, please scan the QR code below:**



Contact details for Labour Offices in each district:

Nicosia

regnic@dl.mlsi.gov.cy

Asylum seekers: asylumnic@dl.mlsi.gov.cy

Limassol

reglim@dl.mlsi.gov.cy

Asylum seekers: asylumlim@dl.mlsi.gov.cy

Larnaca

reglca@dl.mlsi.gov.cy

Asylum seekers: asylumlca@dl.mlsi.gov.cy

Famagusta (Paralimni)

regpar@dl.mlsi.gov.cy

Asylum seekers: asylumpar@dl.mlsi.gov.cy

Paphos

regpaphos@dl.mlsi.gov.cy

Asylum seekers: asylumpaphos@dl.mlsi.gov.cy

For general information: pes@dl.mlsi.gov.cy

DISTRICT LABOUR OFFICES

• **Nicosia**

Nicosia District Labour Office: 3 Mousiou Street, 1097 Nicosia

Tel.: 22 403000

Lakatamia Local Labour Office: Corner Makariou III Avenue and 16 Apostolou Varnava Street, 2312

Lakatamia, Nicosia

Tel.: 22 443717

Latsia Local Labour Office: 5A&B Demetri Stavrou Avenue, 2224 Latsia, Nicosia

Tel.: 22 815848

- **Limassol**

Limassol District Labour Office: 80 Franklin Roosevelt Ave., 3011 Limassol
Tel.: 25 827350

Employment Services of Limassol District Labour Office: 67 Franklin Roosevelt Avenue, 3012 Limassol
Tel.: 25 827320

Ypsonas Local Labour Office: 2, Oresti Street, 4186 Ypsonas
Tel.: 25 826900

Eastern Limassol Local Labour Office: 78, Griva Digeni Avenue, 3101 Limassol
Tel.: 25 814914

- **Paphos**

Paphos District Labour Office: 1 Ayiou Spyridonos Street, 8021, Paphos
Tel.: 26 821658

Polis (Chrysokhou) Local Labour Office
Corner 1 Arsinoes Ave and Timohari street, 8820 Polis Chrysochou
Tel.: 26 821841

- **Larnaca and Famagusta**

Larnaca (and Famagusta) District Labour Office: Philios Tsigarides Street, Social Insurance Building, 6023
Larnaca
Tel.: 24 805333

Free Famagusta Area Local Labour Office: 49 Acropoleos Street, 5380 Dherynia
Tel.: 23 812052

Aradippou Local Labour Office: 20 Acropoleos Street, Aradippou
Tel.: 24 813295

Please scan the QR code below to visit the Ministry of Labour and Social Insurance website:



HELP WITH EMPLOYMENT

“**Help Refugees Work**” is an initiative of the United Nations High Commissioner for Refugees (**UNHCR**) Country Office in Cyprus, in collaboration with the Cyprus Refugee Council (**CyRC**). It is an online platform meant for persons with international protection living in Cyprus, employers, institutions offering vocational and language training programmes, and individuals and organizations committed to promoting social participation, inclusion, and diversity. Services are free of charge.

www.helprefugeeswork.org

SOCIAL ASSISTANCE

Asylum-seekers are entitled to social assistance, if they do not have a job or other income. Asylum-seekers may access social assistance during the period they are not allowed to work. An application for social assistance may be submitted at the **Pournara First Reception Centre** or at the District Welfare Offices.

Emergency cash assistance may be provided before the examination of the application is completed, at the District Welfare Offices.

Social Welfare Services - Central Offices:

5, Stasinou, Y. Charalambides Building, 2404, Engomi

Tel.: 22 406 611

Email: central.sws@sws.dmsw.gov.cy

District Welfare Offices

Note: In the districts of Nicosia, Larnaca and Limassol, asylum seekers are advised to approach the offices in **Lakatamia, Agioi Anargyroi** and **Polemida** respectively.

Nicosia

Lakatamia Social Service Office: 23, Kennedy, 2314 Lakatamia, Nicosia

Tel.: 22 608400

Nicosia District Welfare Office: 66, Agiou Ilarionos, 1026 Nicosia

Tel: 22 804605

Latsia Social Service Office: 34 Archiepiskopou Makariou C', 2220, Latsia, Nicosia

Tel.: 22 803500

Nicosia Central and Strovolos Social Service Office: 66, Agiou Ilarionos, Kaimakli 1026

Nicosia

Tel.: 22 804605

Larnaca

Agioi Anargyroi Social Service Office: 54 Agioi Anargyroi Avenue, 6301, Larnaca

Tel.: 24 821080

Larnaca District Welfare Office: 23-25, Piliou, 6301 Larnaca

Tel.: 24 800260

Kamares Social Service Office: 23-25, Piliou, 6301, Larnaca

Tel.: 24 800207

Limassol

Limassol District Welfare Office: 80, Franklin Roosevelt Avenue, 3012 Limassol

Tel.: 25804514

Zakaki Social Service Office: 80, Franklin Roosevelt Avenue, 3012 Limassol

Tel.: 25 804514

Polemida Social Service Office: 3, 82 Road, 4153 Kato Polemida, Limassol

Tel.: 25 821895

Germasogia Social Service Office: 73 Agias Zonis, Dena House, 2nd Floor, 3090, Limassol

Tel.: 25 811660

Famagusta

Famagusta District Welfare Office: 134, 1 Apriliou Street, 5280 Paralimni

Tel.: 23 811720

Paphos

Paphos District Welfare Office: 17 Nikou Nikolaidi Street, 8010 Paphos

Tel.: 26 821600

HEALTHCARE

Asylum-seekers are entitled to access medical services at public hospitals. Access is ensured by a medical card issued by the Ministry of Health. During the first year of stay, asylum seekers may access medical services by presenting the "Confirmation letter". Following the first year, a valid Medical Card should be presented.

Applications for the medical card can be completed at the Ministry of Health, or the General Hospital in your district by submitting the relevant application form. For more information, please visit UNHCR's HELP platform by scanning the QR code below:



Applications for a medical card may be submitted via email at asylummed@moh.gov.cy. The email must include the completed application form with your full address, copy of Confirmation Letter, copy of Alien Registration Certificate (ARC) and copy of appeal, if applicable.

Asylum-seekers who receive social assistance are eligible for a medical card with exemptions from all fees. This requires a letter from the Social Welfare Services stating that the asylum-seekers are receiving social assistance. This letter should be submitted together with the application for a medical card. Proof of your income for possible exemption from fees. **Residents of Kofinou Reception Centre** will receive a medical card with an exemption from all fees.

Asylum-seekers who are not recipients of social assistance, or who do not submit a letter from the Social Welfare Services as explained above, will receive a standard medical card, with no exemption from fees.

Asylum seekers are currently not covered by the General Health System (GHS / GeSY)

EDUCATION AND TRAINING

All children have the right to education in public schools. Primary and secondary education are mandatory in Cyprus for all children, boys and girls, until the age of 15. Access to education shall not be discontinued for children attending public schools because of turning 18.

Parents are responsible for registering their children at the local school in their area of residence through the District Education Office.

Learning the Greek language is useful to find employment and to better interact with the host community.

Please find additional information on education, current language courses, vocational training, and other integration programs on **UNHCR's HELP platform** and the **Help Refugees Work Platform** at the following links.

help.unhcr.org/cyprus/

www.helprefugeeswork.org/

For additional information and advice on access to such programs, you may contact the non-governmental organizations listed on this leaflet. These organizations post regular updates on their activities that may be useful on their social media pages.

Information for International Protection Beneficiaries (Recognised Refugees and Beneficiaries of Subsidiary Protection)

FAMILY REUNIFICATION

- Recognised Refugees are entitled under the Cyprus Refugee Law to apply for family reunification with members of their family residing in their country of origin. The Law does not extend this right to persons granted subsidiary protection. Your requests should be submitted to the **Migration Department at Arch. Makariou Avenue, 90, 1077, Nicosia**. For more information visit the Migration Department's website: <https://www.gov.cy/mip-md/en/>
- Applications submitted within three months from the recognition of refugee status are exempted from financial requirements which apply to third country nationals living in Cyprus.
- Applicants who submit their application after these three months will be required to demonstrate they can support their family members. This includes proof of sufficient income to provide for your family (without dependency on Guaranteed Minimum Income), health insurance, and adequate housing.
- Refugees are entitled to apply for reunification with the following members of their family: Spouse (husband or wife), unmarried children under the age of 18, parents or legal guardians, if they are under the age of 18.

NOTE: To apply for family reunification, the services of a lawyer are not required. However, for legal counselling or assistance, there are NGOs offering free legal advice, including UNHCR's partner NGO the Cyprus Refugee Council (CyRC).

GUARANTEED MINIMUM INCOME

Refugees and subsidiary protection beneficiaries may apply for the Guaranteed Minimum Income, (*Elachisto Engyimeno Eisodima / Epsilon Epsilon Epsilon*) support. Through the online platform of the Welfare Benefits Management Service it is possible to request an appointment at the Guaranteed Minimum Income ('*Epsilon Epsilon Epsilon*') service centre in any district. Appointments can also be made by calling Cyprus Post at 8000 2000 (select option 2).

For additional information on the Welfare Benefits Management Service, please scan the QR code below:



The Welfare Benefits Management Service has various service centres in the country. In Nicosia, Larnaca and Kyperounda, there are specialised service centres only for Guaranteed Minimum Income applications. In other districts, information is provided at the Citizens' Service Centres ('*Kentro Exipretisis tou Politi*') in the respective district Post Offices.

On the online platform of the Welfare Benefits Management Service, there are several useful forms that can be downloaded, such as:

- applications for Guaranteed Minimum Income (*Epsilon Epsilon Epsilon*);
- child benefits;
- child benefits for single mothers.

In addition, applications can be made online via this platform for certificates showing an individual is a recipient of Guaranteed Minimum Income and certificates for other subsidies.

Applications for subsidy of tuition for children up to 4 years old can also be submitted online via this platform.

Service Points

- Head Offices: Themistokli Dervi 46, 1066 **Nicosia**
- Prodromou 100, 2063 Strovolos **Nicosia**
- Anastasi Manoli 17, 7520 **Xylofagou**
- Multipurpose Social Welfare and Employment Center of the Municipality of Larnaca, at 60 Faneromenis Street, 6025 **Larnaca** (The entrance is at the back, on Adonidos Street, on the ground floor)
- 1 April 40, 4876 **Kyperounda**
- 23 Aristoteli Savva, 8025 **Paphos**
- 16 June 1943, 3, 3022 **Limassol**
- 1 Agias Kyriakis, 8830 **Polis Chrysochous**

Recognised refugees and beneficiaries of subsidiary protection are entitled to equal treatment as Cypriot citizens regarding employment or independent professional activity in Cyprus and have the same rights as citizens to remuneration, access to social security benefits, and other conditions of employment.

HEALTHCARE

Recognized refugees and beneficiaries of subsidiary protection are entitled to healthcare under the same conditions as Cypriot nationals under the General Health System (GeSY).

To enroll in the GHS Beneficiary Record, the beneficiaries must be registered in the Civil Registry, or the Registry of the Migration Department and in the Social Insurance Services Registry. Please find additional information on how to register by scanning the QR code below:



FEEDBACK AND COMPLAINTS

UNHCR services are FREE OF CHARGE

There is no charge for any service provided by UNHCR, whether directly or through its NGO organisations. Any person asking for money or favours in exchange for UNHCR services should be reported.

- Allegations or suspicion of fraud can be submitted confidentially by email: cypniantifraud@unhcr.org

If anyone has information about UNHCR staff, or staff of UNHCR partners or contractors being involved in corruption, exploitation (including sexual exploitation), fraud, or sexual abuse, report it immediately and directly to UNHCR's Inspector-General's Office (IGO) at its headquarters in Geneva, Switzerland, along with all the evidence, if any.. All communication with the IGO is kept confidential.

- Email: inspector@unhcr.org
- Online complaint form: <https://www.unhcr.org/igo-complaints.html>
- Confidential fax: +41 22 739 7380
- Mail: UNHCR, 94 Rue de Montbrillant, 1202 Geneva, Switzerland

For more information visit: <https://help.unhcr.org/cyprus/unhcr-complaints-procedure/> on our Help Platform

Beware of individuals offering to help asylum-seekers to obtain refugee status. Beware of individuals or organizations that promise immigration and employment opportunities in other European Union countries or travel documents to travel to other EU countries. If money or any other favours, including of sexual nature, is requested in exchange of promises for access to asylum rights or services, you should report it to the Police. You may get in touch with UNHCR for further advice and guidance.

Office of the Commissioner for Administration and the Protection of Human Rights (Ombudsman)

Independent authority responsible to examine individual complaints against government bodies / officers for non-compliance with the law and human rights violations.

Era House, Diagorou 2, 1097 Nicosia
P.O. Box: 22166, 1518 Nicosia
Tel.: 22 405500 / 501
Fax: 22 672881
Email: ombudsman@ombudsman.gov.cy
Website: www.ombudsman.gov.cy

Independent Authority for the Investigation of Allegations and Complaints Against the Police

- Independent authority to examine complaints against members of the police in relation to non-compliance with the law, human rights violations or misbehavior of police officers, including corruption, bribery or unlawful enrichment.
- Violation of human rights.
- Actions which constitute favorable treatment or undermine the police reputation.

Ezekia Papaioannou 23, 5th floor, 1075 Nicosia
Tel.: 22872412
Email: iaiacap@iaiacap.gov.cy

HELPLINES

IN CASE OF EMERGENCY – CALL 112

Call **112** to reach emergency services - **medical, fire or police**.
Calls are free. Operators in Cyprus speak English; if you do not know your location, they are able to geo-locate you. **Use 112 for any life-threatening situation.**

DOMESTIC VIOLENCE – CALL 1440

SPAVO (Association for the Prevention and Handling of Violence in the Family) helpline can provide you with:

- Counselling support for domestic violence issues concerning you or other people.
- Information on other services related to abuse and domestic violence issues.
- Information about your legal rights and choices to find the best possible solution for you.

CHILDREN AND TEENAGERS – CALL 116111

The European helpline **116111** is exclusively for children and teenagers until 18 years of age and provides you the opportunity to talk anonymously about any subject that concerns you in confidentiality. The helpline operates: **Monday to Friday between 12:00 – 20:00 and Saturdays between 09:30 – 14:00**

MISSING CHILDREN – CALL 116000

To report a case of a missing child please call **116000** or contact your local police.

CYPRUS POLICE OFFICE FOR COMBATTING TRAFFICKING IN HUMAN BEINGS – CALL 1497

Tel: 22 808063 / 22 808064 / 22 808369 / 22808280 Fax:22 808652.
Reports can be made anonymously

Email: deptc.oocthb@police.gov.cy



HIV/AIDS SUPPORT

Helpline: **99 607005**
<http://asmcyprus.org/>

Helpline: **1464**
www.kyfahivcenter.com



The UNHCR Country Office in Cyprus is located within the United Nations Protected Area in Nicosia

Mailing Address:
P.O. Box 25577,
1310 Nicosia, Cyprus

Tel.: 22 359043
Email: cypni@unhcr.org
Website: www.unhcr.org/cy

Follow us on Instagram, Facebook and X for regular news and updates: [@UNHCRcyprus](https://www.instagram.com/UNHCRcyprus)

For more information and a full list of organisations that offer assistance in Cyprus, **visit UNHCR's HELP platform for information in English, French, Arabic:**

