

Children and youth emergency service

If you would like to report the endangerment of a child or adolescent, or if you are in an acute crisis situation with your own children, then call the child and youth protection telephone, number 6 99 11 33.

Competent Department

- [Amt für Soziale Dienste - Kinder- und Jugendnotdienst](#)

Basic information

The child and youth protection telephone is available around the clock. Monday to Friday from 8 a.m. to 4:30 p.m., the messages are accepted by the coordinators of the Child and Youth Emergency Service and forwarded to the Social Service Young People in the responsible Social Centre. Outside these hours, at night and at weekends, an on-call service ensures access to immediate help for children and young people in crisis and danger situations.

Requirements

Those affected, citizens and professionals, should call the child and youth protection hotline if they need to report an acute or suspected child welfare risk or if advice on this issue is desired.

Procedure

Calls to the child and youth protection telephone are accepted at any time of day or night. The procedure is as follows:

- Acceptance of messages,
- Initial assessment and advice,
- documentation,
- Forwarding of the report to the responsible social service or to the on-call service of the child and youth emergency service.

Legal bases

- [Sozialgesetzbuch \(SGB\) - Achtes Buch \(VIII\) - Kinder- und Jugendhilfe](#)

More information

Enquiries to the Children and Youth Emergency Service will be processed immediately.

What deadlines must be paid attention to?

None

How long does it take to process

Immediate processing