

Children and youth emergency service

If you would like to report that a child or young person is at risk or are in an acute crisis situation with your own children, then call the child and youth protection hotline on 6 99 11 33.

Competent Department

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

Basic information

The child and youth protection hotline is available around the clock. Monday to Friday from 8 a.m. to 4:30 p.m., reports are accepted by the coordinators of the child and youth emergency service and forwarded to the Young People's Social Service at the relevant social center. Outside of these times, at night and at weekends, an on-call service ensures access to immediate help for children and young people in crisis and endangered situations.

Requirements

Those affected, both citizens and professionals, should call the child and youth protection hotline if they wish to report an acute or suspected risk to their child's welfare or if they would like advice on this issue.

Procedure

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

- Acceptance of reports,
- Initial assessment and advice,
- documentation,
- forwarding 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

What are the costs?

gebührenfrei