



TELEPHONE DIRECTORY



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Cancún, Isla Mujeres y Lázaro Cárdenas

☎ 998 898 2290 / 998 898 2291*

📞 998 109 6808**

Chetumal y Bacalar

☎ 983 832 7090*

📞 983 836 0921**

Felipe Carrillo Puerto

☎ 983 834 1244*

José María Morelos

☎ 997 978 0311*

*From 08:00 to 16:00 hours.

**Available 24 hours.

Find our office locations.



Playa del Carmen

☎ 984 803 0002*

📞 984 876 2937**

Cozumel

☎ 987 872 4152*

Tulum

☎ 984 802 5548*

Puerto Morelos

☎ 984 144 3458*

Office hours from 8:00 AM to 8:00 PM in Cancun, Chetumal, and Playa del Carmen; Hours from 8:00 AM to 4:00 PM in Felipe Carrillo Puerto, José María Morelos, Tulum, Cozumel, and Puerto Morelos.



f /derechoshumanosqroo

🌐 www.cdheqroo.org.mx

📷 @cdhqroo

✂ @cdhqroo

Your rights travel with you in Quintana Roo



CDHE QROO

COMISIÓN DE LOS DERECHOS HUMANOS DEL ESTADO DE QUINTANA ROO

We Welcome you to Quintana Roo, Mexico.

In Mexico, we recognize every person has human rights and they are protected by law and must be respected.

This information is intended to help you if you believe your rights have been violated during your stay in Quintana Roo.

What does the CDHEQROO do?

The Human Rights Commission of the State of Quintana Roo (CDHEQROO) is a public institution that **oversees** that authorities respect your rights.

When CAN we intervene?

We may intervene when a **state or municipal public official or authority** violates your human rights, for example if:

- ✓ A public official **asks you for money** to perform their duties or for a service that should be free.
- ✓ You are denied assistance to **communicate in your native language**.
- ✓ You suffer **physical abuse** or mistreatment by authorities.
- ✓ You are detained **without legal justification**.
- ✓ You are the **victim of a crime and authorities refuse to receive your complaint or report**.

When can we NOT intervene?

- ✗ Court rulings or **judicial decisions**.
- ✗ Disputes between **private individuals or private companies**.
- ✗ **Banking** or financial debts.
- ✗ **Family** or **domestic** disputes.

If the alleged violation was committed by a federal authority, we will refer your case to the National Human Rights Commission (CNDH).

If we are unable to directly handle your case, we can still provide free legal guidance about the appropriate institution or authority that may assist you.

What do you need to file a complaint?



Your name and contact information (Your personal information is protected by law and is necessary to follow up on your case).



A brief description of what happened (how, when, and where the incident occurred)



Any evidence you may have (photos, videos, documents, or witness names, if possible).

Where can you file a complaint?



At any of our **offices** in Quintana Roo.



Online through: **www.cdheqroo.org.mx**



By email at: **cdheqroo@hotmail.com**

What happens after you file a complaint?



We protect you: If your life, safety, or personal integrity is at risk, we will request protective measures from the authorities.



We seek solutions: When possible, we carry out actions and communications to help resolve the issue quickly.



We promote conciliation: If you and the authority agree, we may facilitate dialogue to help reach a fair solution.



We investigate: We analyze the evidence to determine whether a human rights violation occurred.



We issue recommendations: If violations are confirmed, we request measures to repair the harm caused.

OUR SERVICES ARE FREE OF CHARGE.