



Frequently asked questions about International Protection

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Who is eligible to ask for international protection in Spain?

Everyone who has fled their country of origin or habitual residence, or who, being abroad, cannot return home for non-economic reasons, is eligible to apply for international protection. International protection can be recognized through Refugee Statute or Subsidiary Protection.

The Law 12/2009 Regulating the Right to Asylum and Subsidiary Protection in Spain can be resolved in:

- The Refugee Statute applies to any person who has a well-founded fear of being persecuted in their country for reasons of race, religion, nationality, political opinion, belonging to a certain social group, gender or sexual orientation.
- The Subsidiary Protection is granted to people who cannot return to their country of origin because they would face a real risk of serious harm, such as; death penalty or execution, torture or inhumane and degrading treatment, or serious threats to their life or integrity due to a situation of indiscriminate violence as a result of internal or international conflict.
- It is anticipated that a residency permit can be granted based on humanitarian reasons when: the person suffers from a serious illness that requires specialized health care which is not available in their country of origin or, when the return to their country of origin or appropriate, implies a danger to the safety of the applicant or their family.

Where can I submit my asylum application?

The International protection can be requested at border frontiers (ports, international airports and land borders) as well as in the territory: at the Foreigners' Internment Center (CIEs), the authorised Police stations, the Foreigner Office centres and also at the Asylum and Refuge Offices (OAR).

At the police stations and immigration and asylum offices, you need to ask for an appointment first in order to have the interview with the police force and start the application process for international protection.

In case you are in the Barcelona province, you should call 932 903 098 from Monday to Friday, from 8:30 until 11:30h, morning hours to ask for an appointment in order to start the asylum application process.

Am I allowed to apply for asylum from abroad?

The Spanish Asylum Law contemplates the Spanish Ambassadors abroad the possibility of providing the transfer of an applicant for international protection who has entered the diplomatic representation alleging a danger to his physical integrity, as long as they are not a national of the country, they are in.



How does the asylum application process start?

The first step is to ask for the appointment in order to formalise the application process. In the case of those people who live in the Barcelona province, they can ask for the appointment by calling 932 903 098, Monday to Friday, from 8:30 to 11:30, in the morning hours.

Is this call free of charge?

NO. you will have to pay for this phone call to ask for the appointment.

What languages do they speak on these calls?

The calls will mostly be answered in Spanish.

How can I ask for an appointment if I do not speak Spanish?

If you happen to have an acquaintance who lives in the country and is able to speak the language, this person can make the call and speak for you and ask for the appointment you need. However, you will have to be together with this person during the phone call, because the respondents may have questions to ask about you during the phone call.

Will I get any written confirmation regarding the appointment details, after the call?

NO. You will have to take note of the appointment day, time and interview place by yourself, so that you are able to remember the scheduled details. No appointment confirmation will be sent to you.

What information will I be provided with during the phone call?

During the phone call, they will give you the interview date and time for the application of the international protection in Spain. Also, you will be informed about the documents you will need to bring along with you on the appointment date:

- 6 passport size pictures.
- Personal identification documents, if available.
- A written explanation about the reasons for coming to this country, if you want to hand it in.
- Other proofs and evidence that can strengthen your application (Original + 2 copies).

What if I cannot manage to get the appointment because the phone is engaged or because I don't speak Spanish and I don't know anyone who can speak for me and ask for the appointment?

Right now, there is no other way to ask for an appointment. SAIER recommends that you seek legal advice in case this situation happens to you.

Apart from that, you are also entitled, if you wish, to place a complaint for not being able to get an appointment. This complaint should be submitted to the Ombudsman by calling 900 101 025 (free call from Spain) or online using the following link: <https://www.defensordelpueblo.es/tu-queja/01-description/>.



What is the interview content which I will have to attend on the face-to-face appointment day?

On the interview day, they can ask personal details about yourself, your family members, your travel itinerary and the reasons why you are willing to apply for international protection (reasons to flee your country). You will have to give a clear and concise explanation in a sequence of events, presenting your personal documents available and the documents that prove and support your application process.

At the end of the interview, they will take your fingerprints, and they will give you a paper as proof of your application for international protection. From this moment on, you are formally an applicant for international protection in Spain.

What happens to the Manifestation of Will to ask for the international protection that had been delivered up until now in Barcelona?

This document no longer exists in the Barcelona province - on the first appointment day with the police, you will be given an official paper as proof that your formal application for international protection has been accepted.

However, if you already have a Manifestation of Will in your possession, you should follow the instructions stated in that document so that you can secure the interview with the police.

If you have a Manifestation of Will already issued by another province, than Barcelona, and you would like to transfer it to the Barcelona province, that is not possible. You will have to start the process all over again by calling 932 903 098 and ask for another appointment with the police. If you do not want to change the appointment which you already have, you should follow the instructions stated in the document you already have in your possession.

Am I allowed to ask for an appointment for someone else, other than me, by phone?

Yes, as long as the interested person in question is together with you during the phone call, because the call respondents will want to ask questions and information regarding that person, and for that reason the person who you are calling for has to be by your side during the phone call.

What steps will my asylum application take?

Step 1. Admission process. In a month's time, the OAR will notify the person whether their request has not been accepted. If during this time, they have not contacted the applicant, it will be understood as being admitted for processing.

In case you have submitted your application at an entry border, the authorities have up to four days to decide whether it will be admitted for processing.

Step 2. Examination. Your admitted application will be examined more deeply by the OAR.

Step 3. Solution. Once the application has been examined, they will contact you with the end result.



Bear in mind that the European Union member State where you arrive first is the country responsible for processing your international protection. Therefore, if you have entered the EU through Spain, you must start your application in this country.

Is this process confidential?

Yes, it is. All the people who talk to you (officials, police officers, interpreters, lawyers, etc.) have the obligation to keep private your personal information and everything you talk about.

It is important for you to know that your application process will never be informed to the government of your country of origin or where you came from.

Am I allowed to have the help of a lawyer and that of an interpreter?

Yes. Applicants of the International protection are entitled to have a free legal assistance and a translating service as well.

Barcelona City Council has a Service for Immigrants, Emigrants and Refugees (SAIER), where they will advise you on how to start your application process. You can ask for an appointment service, through [this link](#).

What will the international protection application entitle me to?

As an applicant of the international protection, you are legally protected to stay in Spain while your application process is being examined. Any expulsion and return process from the country is suspended. Also, you will have the right to get legal aid and health care, benefit from the State Reception Program and be documented as an applicant of the international protection.

Am I allowed to include my under age children in my application form for my international protection?

If you have not yet started the procedure, you will have to call the police and ask for an appointment and during the call explain to them that you have the desire to include your under age children in your process and give them your under age children's personal details. However, if you already have an appointment with the police and your application is already being processed, you will need to ask for a new appointment to include them in the process.

What document will I be given?

At the end of the interview, you will be given a receipt paper as proof of having submitted your application for international protection. This document will identify you as an applicant of international protection and, it is valid for one month's time and extendable for another 8 months. It is a provisional document while the application is being examined. Six months after the start of the process, you will be entitled to work.

After nine months, you will have to renew your paper and, this time you will get a card (a Red Card). This document will identify you as an applicant of international protection and, you will be allowed to stay and work in the country for one year. It is a provisional document while your application is examined.



Applicants in the Stateless Situation will have a green document with a photo on and a foreigner identity number (NIE), however, they will not be allowed to work.

If you apply for international protection in another province than Barcelona, Spain, it is possible that after the first appointment you will be provided with the Manifestation of Will to apply for the for international protection - in this paper you will see the interview day for the formalisation of your application process.

Who and when will make a decision on my case?

The Spanish Government is the only ruling authority in the Asylum and Refuge matters. The Spanish Interior Minister, at the proposal of the Comisión Interministerial de Asilo y Refugio (CIAR) will give a ruling decision.

What social benefits will I be able to get?

The Spanish Government has the Reception programme for International and Temporary Protection persons, a social care service for people applying for international or temporary protection who do not have the financial resources to cover their basic necessities.

You must bear in mind that this is a state reception facility, with vacancies all across the Spanish territory and it is the Spanish Government that assigns you with the available vacancy, regardless of where you have started the international protection application procedure.

How can I get into this programme?

In order to have access to this state reception facility, you must have previously started the legal international protection procedure application.

Once this step is completed, and if you live in the Barcelona province and have a social assistant as a referral who is taking care of your case, you must ask him or her to send the request to the Red Cross, [Centre de Recepció, Acollida i Derivació \(CREADE\)](#), as they are the ones responsible for managing the access into the Sistema d'Accollida in this province.

In case you are not receiving social care of any kind in your area, you can go in person to the CREADE centre, Carrer Sant Fruituós, 80, Barcelona. Their one-to-one attention service is from Monday to Friday, 8:30 a.m. to 1:30 p.m.



Can my rights be extended to my family?

Yes, as long as your resolution has been favourably accepted (Refugee Statute or Subsidiary Protection). People allowed into the family extension can be: the spouse or partner, first-degree ascendants' who can prove their dependency and first-degree minors' descendants. Other family members who are able to sufficiently provide their dependency and previous co-habitation in their country of origin or provenance.

In case I get the international protection, will I also get the nationality?

No, but if you enter The Refugee Programme, access time is reduced and you are eligible to start your application process within five years' time.

What happens if my application for international protection is denied?

If that is the case, you are allowed to appeal the refusal process through the administrative or judicial channels. If you start the appealing process, you may be allowed to have a new documentation: the "Receipt of proof of extension of rights by appeal", which you will have to ask for at the police office. In order for you to do that, you will have to ask for an appointment through the Spanish Government electronic Website ("POLICIA- EXPEDICIÓN/RENOVACIÓN DE DOCUMENTOS DE SOLICITANTES DE ASILO"). This new document will be valid for nine months as well as the benefits you had acquired before, as an applicant for International Protection.



If you live in Barcelona and still have any queries, you should approach SAIER at street Tarragona, 141, in order to arrange an appointment with a lawyer and receive information on all possible options available for you.

What shall I do in case I am sent back to Spain through the Dublin Convention?

If you are sent back to Spain from another country under the Dublin Convention, at the arrival airport they will give you a document - this document will state that you must report to the police station within 72 hours after your entry to the country and then start the process for international protection in Spain.

If I still continue having doubts about the international procedure, what am I supposed to do?

If you live in the city of Barcelona, we recommend that you ask for legal advice on your case to receive the appropriate guidance. You can ask for an appointment with SAIER through the following link: <https://ajuntament.barcelona.cat/cita/saier>.

If you live outside Barcelona, you will have to check with your City Council if there is any legal advice available for you in the town you live in.