

## SAIER First Reception Service

When the user arrives to SAIER at first time, he or she is assisted by professionals of the First Reception Service who are in charge of listening the request, offer general information and arrange the appointments with the specialized entities to solve the particular case. First Reception Service also manages translation and interpretation services in different languages.

Below you will find answers to the most frequently asked questions about this Service:

What is the first service that SAIER will offer me at lobby?.....	2
May I get an appointment on SAIER by telephone? .....	2
Can I request information by email?.....	2
May I obtain several appointments at the first visit to SAIER?.....	2
Why, when you make my user file, do you ask about my level of study, marital status or children, among other personal issues? .....	2
If I do not live in Barcelona, would you be able to assist me? .....	2
Should I be registered in Barcelona to be attended at SAIER? .....	3
If I do not speak Catalan or Spanish, will you attend to me?.....	3
Why does it take so long to get appointments with entities? .....	3



Updated (January 2019)

**NOTE: The following information does not replace the advice personalized in the SAIER offices. This is a general orientation on frequent questions, but always it is advisable to request personal advice in SAIER**

### What is the first service that SAIER will offer me at lobby?

We will inform you if we are the right service to resolve your doubts and we will schedule appointments with the professionals of different SAIER entities that can help you. If we do not have competence on the issues raised, we will indicate alternative services in the city. In case you do not live in Barcelona, we will explain to you similar resources in your city.

### May I get an appointment on SAIER by telephone?

The first time you visit SAIER you can ask for an appointment going in person, online at [ajuntament.barcelona.cat/cita/saier](http://ajuntament.barcelona.cat/cita/saier) or through the [procedures and services stalls](#) located all over the city. The Orientation and Information Service will make you a user file with your personal information and manage the appointments you need to resolve your case. Once you have been registered in SAIER, you can already make a second appointment by phone.

### Can I request information by email?

We can give you information about if we are the right service or not for your case or about our general offer. The queries on your particular situation will have to be solved in person with the specialized professional.

### May I obtain several appointments at the first visit to SAIER?

Yes. If you require the attention of different specialists, you will be scheduled appointments with several professionals.

### Why, when you make my user file, do you ask about my level of study, marital status or children, among other personal issues?

We asked the level of studies to recommend some type of homologation or validation of studies. All other personal questions are asked for statistical purposes. The Barcelona City Council keeps a series of data, not linked to personal information, to know the profile of the migrated population.

### If I do not live in Barcelona, would you be able to assist me?

No. We are a municipal service of Barcelona and, therefore, we can only serve people of the city. In case you do not live in Barcelona, we can recommend similar services in your city.





## Should I be registered in Barcelona to be attended at SAIER?

No, it is not necessary. Just say that you are living in Barcelona.

## If I do not speak Catalan or Spanish, will you attend to me?

Yes. Our professionals come from different countries. Only in First Reception Service we have 14 different languages. To advice users, we have professionals who speak different languages but, in case that professional and user do not speak the same language, it will be worth offering you an interpreter service.

The interpreter service is especially designed for people with less than two years in the city and unable to express or understand the official languages.

## Why does it take so long to get appointments with entities?

Usually, from the appointment until the meeting, it may be between a week and a month. This is because there is a lot of demand. Barcelona City Council and SAIER entities have made efforts to expand staff but even so, demand is greater than our attention span.

