

Refugee Reception Centres (known by their Spanish acronym, CARs) are a vehicle for guaranteeing the coverage of basic needs and the integration of those individuals who are requesting or beneficiaries of international protection, stateless status, or temporary protection, on the grounds of a threat to their fundamental rights in their countries of origin.

This Service Charter represents a public commitment to continue advancing in the quality of Spain's system for receiving and accompanying individuals in their social integration process, targeting residents of the CARs.

To meet these goals, the CARs count on the participation of all those individuals and organizations involved in asylum rights, but most especially, on the CARs' residents, so that the suggestions and initiatives that might be proposed can help us to continue improving the quality of this service.

Unit Responsible for the Charter

The Deputy Directorate-General for the Integration of Immigrants is responsible for safeguarding compliance with the quality commitments made in this Charter, and for timely measures to promote improvement.

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Open to the Public:
Monday to Friday: 9:00 to 14:00.



Refugee Reception Centres (CARs)

Service Charter
2018 - 2021

The Directorate-General for Migration falls under the aegis of the State Secretariat for Immigration and Emigration at the Ministry of Employment and Social Security. Among its responsibilities are the reception and integration of international protection applicants and recipients, of stateless persons, and of those under temporary protection schemes in Spain.

In accordance with Art. 264 of the Regulations of Organic Law 4/2000, on the Rights and Freedoms of Foreigners in Spain and their Social Integration, approved by Royal Decree 557/2011, of 20 April, in order to fulfil the purpose of social integration under its responsibility, the Ministry of Employment and Social Security has a public network of Migration Centres. The CARs form part of this network of Migration Centres, as public social service establishments specialized in providing temporary shelter and assistance to international protection applicants and recipients, stateless persons, and those under temporary protection schemes in Spain who, lacking economic resources, are in a situation of social and psychological vulnerability.

The overall purpose of the CARs is to foster the residents' capacity for integration into Spanish society, and the Centre thus acts as a mediator in this integration process.

Services Offered

- Room and board.
- Information and counselling on residents' new situation. Guidance for incorporation into the educational, health and social systems.
- Specialized psychological and social assistance.
- Information on courses for learning Spanish and basic social skills, as well as orientation and mediation for vocational training and finding employment.
- Cultural, leisure and recreational activities.
- Awareness-raising activities targeting the host society.
- Awareness-raising activities targeting residents, on environmental protection, equal opportunities, and non-discrimination and equality between men and women.

Centres' Commitment to Quality

- Apply a reception protocol that facilitates integration into everyday life at the Centre for 100% of newcomers arriving at the CAR.
- Provide 90% of the special diets prescribed by specialists from the Public Health Services within 24 hours, and the remaining 10% within a maximum of 48 hours.
- Provide residents with information and support for signing on to the municipal register, accessing public health services and enrolling their children in schools –in the case of dependent minors– within seven working days from their arrival in 80% of cases, and for the remaining 20%, in no case exceeding ten working days.
- Deliver printed materials to Centre residents regarding available resources and other specific information about the CAR, within five working days from their arrival in 80% of cases, and within the first ten working days for the remaining 20%.
- Inform non-Spanish-speaking residents of resources available for learning the language, and, when necessary, refer them to available resources appropriate to their level, within 20 working days from their arrival in 80% of cases, and for the remaining 20%, in no case exceeding 30 working days.

Indicators for Quality Commitment Monitoring

In order to verify the level of compliance with the quality commitments established, the following indicators have been defined to rank the centres' services:

- Percentage of arrivals at the centre benefiting from the reception protocol.
- Percentage of residents with special dietary needs met within 24 hours and 48 hours, counted from the date and time that the resident informs the Centre's officials of this diet.
- Percentage of residents informed of and assisted with the municipal registration process, health care, and schooling for minors within seven and ten working days.
- Percentage of information packages delivered to residents within the first five working days after their arrival at the Centre, and percentage of those delivered within the first ten days after arrival.
- Percentage of non-Spanish-speaking residents informed of and, when appropriate, who have begun attending, Spanish language classes within 20 and 30 working days.

Corrective Measures in the Event of Non-compliance with Established Commitments

In the event of non-compliance with any of the commitments established in this Charter, the affected person may lodge a complaint to the unit responsible, which shall, in any case, issue an acknowledgement of receipt.

The person in charge of the Directorate-General for Migration shall, based on the report issued by the Centre's management, and after making the appropriate enquiries regarding the complaint, answer the complainant, either in writing or by another means indicated by him or her, offering detailed information on the circumstances leading to this non-compliance, if its existence is proven. Moreover, the affected party shall also be informed of the measures to be taken, where appropriate, to avoid a future repetition of the problem.

In no case may complaints of non-compliance with the commitments set forth in this Charter lead to any pecuniary liability.

Complaints and Suggestions

Individuals may lodge their complaints and suggestions regarding the functioning of the service, either in person (using the designated form), by post, online (using the forms available at the Ministry's website www.meys.es), or by sending an email to centrosdeacogida@meys.es. If using the online or email method, the individual's digital certificate or electronic signature, respectively, are necessary.

The Centre referred to in the complaint or suggestion will inform the complainant of what has been done and, when appropriate, the specific measures taken, within 20 working days from the presentation of the complaint.

Collaboration and Participation

Formal participation in the Centre's activities shall take place through the Participation Council and, where applicable, through the corresponding satisfaction and opinion surveys.

Moreover, collaboration and participation is also possible by expressing opinions, requests and suggestions directly to the appropriate officials.