

**SAFE
REPORTING**

for victims of crime
with irregular
migration status

LIST OF SERVICES IN BARCELONA

EMERGENCY SERVICES

Outside the operating hours of any of the services listed in this directory, you can also contact the Barcelona Social Emergency and Urgent Care Center ([CUESB](#)) 24 hours a day, every day of the year.

Toll-free phone:
(+34) 900 703 030

In person:
C/Llacuna 25
([Google Maps](#))

NGOs AND FOUNDATIONS

In Barcelona, there are many NGOs and foundations that can assist you. Here are those that have collaborated with the Safe Reporting project:

Migrastudium

Carrer del Palau, 3
934 120 934

Càritas Diocesana de Barcelona

900 921 810

Comisiones Obreras

933 100 000

PUBLIC SERVICES OF THE BARCELONA CITY COUNCIL

SAIER – Service for Attention to Immigrants, Emigrants, and Refugees

Provides information and advice on immigration, international protection, emigration, and voluntary return to anyone living in the city of Barcelona.

Web:

<https://ajuntament.barcelona.cat/novaciudadania/es/servicio-de-atencion-inmigrantes-emigrantes-y-refugiados-saier>

Service by appointment only, which can be requested:

<https://seuelectronica.ajuntament.barcelona.cat/oficinavirtual/es/tramit/20230001648>

Contact:

(+34) 931 532 800

saierinfo@bcn.cat

SARA – Service for Attention, Recovery, and Shelter

Provides specific assistance to people victims of situations of gender-based violence (women, children, adolescents, and LGBTI individuals or people in their immediate environment directly affected by this violence).

Web:

<https://ajuntament.barcelona.cat/dones/es/bcn-antimachista/servicios-de-atencion-la-violencia-machista/sara>

General in-person assistance:

appointment required by calling toll-free phone 900 922 357.

Hours: Monday to Thursday from 9:00 to 19:00 and Friday from 9:00 to 16:00.

Emergency in-person assistance:

from 9:00 to 13:00, Monday to Friday, without appointment (c/ Marie Curie, 16).

PIADs – Information and Assistance Points for Women

Offers information, advice, and guidance to women in various situations, providing free psychological support and legal advice services.

Web:

<https://ajuntament.barcelona.cat/dones/es/informacion-y-atencion/a-las-mujeres/puntos-de-informacion-y-atencion-a-las-mujeres-piad>

Appointment required by calling toll-free phone 900 922 357, Monday to Thursday, from 9:00 to 19:00, and Friday, from 9:00 to 16:00.

LGTBI CENTER

Offers a wide range of services for the LGTBI community, including legal advice and psychological support.

Web:

<https://ajuntament.barcelona.cat/lgtbi/es/servicios/centro-lgtbi-de-barcelona/contacto>

Contact:

(+34) 938 805 111

info@centrelgtbibcn.org

UTEH – Municipal Unit against Human Trafficking

Provides assistance to victims of human trafficking.

Web:

<https://ajuntament.barcelona.cat/dones/es/bcn-antimachista/servicios-de-atencion-la-violencia-machista/uteh>

Contact:

(+34) 677 445 190

SAS-Àbits – Care for Sex Workers

Provides assistance to CIS and Trans individuals engaged in prostitution in the city of Barcelona.

Web:

<https://ajuntament.barcelona.cat/dones/es/informacion-y-atencion/atencion-las-personas-cis-y-trans-trabajadoras-sexuales>

Contact:

(+34) 932 564 456

(+34) 608 848 624

OND – Office for Non-Discrimination

Assists and provides legal advice to anyone who has experienced discrimination.

Web:

<https://ajuntament.barcelona.cat/oficina-no-discriminacio/es>

Contact:

(+34) 934 132 000

SOJ-SOM – Legal Guidance and Mediation Service

Provides initial legal guidance to residents of Barcelona and assists them in processing free legal assistance. It does not advise on immigration procedures.

Web:

https://ajuntament.barcelona.cat/dretsdiversitat/es/noticia/servicio-de-orientacion-juridica-y-mediadora-del-ayuntamiento-de-barcelona_1084052

Contact:

(+34) 932 564 625

Barcelona Cuida [Barcelona Cares]

It's dedicated to domestic and caregiving workers.

Web:

<https://www.barcelona.cat/ciutatcuidadora/es/espacio-barcelona-cuida/que-es>

Contact:

(+34) 934 132 121

PIA – Rooting Information Point

Provides personalized information and advice on the rooting process and other related immigration procedures.

Web:

<https://ajuntament.barcelona.cat/novaciutadania/ca/informes-i-altres-documents-d-estrangeria>

Contact:

(+34) 93 256 44 76 | (+34) 93 256 44 77 | (+34) 93 256 44 78

Housing Offices

Provides housing advice. The office network is distributed in the various districts:

<https://www.habitatge.barcelona/es/red-de-oficinas>

Labor Rights Defense Point

Offers advice on labor matters and resolves doubts about labor rights.

Web:

<https://treball.barcelonactiva.cat/porta22/es/assetsocupacio/programes/pagina49049/conoce-tus-derechos.do>

Contact:

(+34) 900 533 175