

## **What is a prior appointment?**

It is an eGovernment service that enables citizens to book an appointment to file a criminal or administrative complaint or to carry out any other NON - URGENT procedure at the Guardia Civil stations.

## **What are its goals?**

- ✓ Improve the quality of the service provided to the citizens, by enhancing the certainty of the time when they will be attended, by reducing waiting times and by speeding up the procedures.
- ✓ A more effective approach to managing the citizen's assistance staff.
- ✓ Avoid crowding and ensure best health and hygiene practices.

## **How do I book an appointment?**

**Access the application via the website of the Guardia Civil:**

**<https://www.guardiacivil.es>**

**And then use the following link:**



**You can do it also by means of the currently arranged stations:**

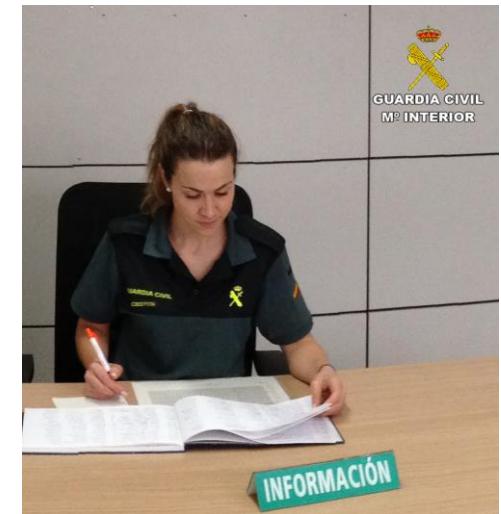
- ✓ **In person**
- ✓ **By a phone call with the station**



We kindly ask you to be punctual for the appointment. However, there can be delays in the scheduled time due to serious and unexpected reasons.



# **Guardia Civil Balearic Islands**



## **APPOINTMENT SYSTEM**



## For which procedures can be used the appointment system?

The appointments can be booked in order to file a criminal or administrative complaint or to carry out any other NON - URGENT procedures that can be completed at the Guardia Civil stations. Do not postpone the filing of your complaint by using the appointment system in any of the following circumstances:

- ✓ Crimes with violence or intimidation against persons.
- ✓ Offences involving gender violence.
- ✓ Events where the perpetrator is or can be recognized or identified by the victim or witnesses.

### Remember that:

You always have the right to appear in person, at any time, at a Guardia Civil Citizen's Assistance Office, especially in URGENT CASES.

- ✓ Missing persons cases.
- ✓ If the victim is an unemancipated minor or a person with an intellectual or mental disability.
- ✓ If the crime is being committed at this very moment or has just been committed.
- ✓ If it took place on real property, with climbing, breaking windows, doors, walls, etc.
- ✓ Those cases where police action has been required at the crime scene.

Remember that the appointments with the Inspections for Arms are booked by means of their own system ([https://www.guardiacivil.es/es/servicios/armasyexplosivo/cita\\_previa.html](https://www.guardiacivil.es/es/servicios/armasyexplosivo/cita_previa.html)).

### At which stations it will be possible to book an appointment?

The system will be established throughout the national territory. However, in the implementation phase it has been extended to a total of **11 stations in the Balearic Islands:**

#### Island of Mallorca

- ✓ Station in Artà
- ✓ Station in Calvià
- ✓ Station in Inca
- ✓ Station in Llucmajor-El Arenal
- ✓ Station in Pollensa-Alcudia
- ✓ Station in Pont d'Inca
- ✓ Station in Santa Margarita
- ✓ Station in Santanyí

#### Island of Ibiza

- ✓ Station in Sant Antoni de Portmany
- ✓ Station in Santa Eulalia
- ✓ Station in Sant Josep de sa Talaia