
Quality Service Charter

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**One-Stop-Shop
for Public Officers**

People & Standards Division (P&SD)
3, Castille Place,
Valletta

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1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

VOICE: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

DESIGN: We develop policies and processes which reach the levels expected by our customers;

DELIVERY: We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease;

ACCOUNTABILITY: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into, and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

OUR MISSION

The One-Stop-Shop is committed to provide timely and effective guidance and assistance to public officers relating to their employment conditions in the Public Service.

3. GUIDING PRINCIPLES

All our actions are guided and bound by 5 criteria of Service Quality as follows:

RELIABILITY: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

EMPATHY: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

ASSURANCE: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

RESPONSIVENESS: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

TANGIBLES: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. OUR CUSTOMERS

All public service officers who are in employment or retired can access the services offered by the One-Stop-Shop.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

ITEM	STANDARD
COMMUNICATION	<p>Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English.</p> <p>Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.</p>
PREMISES	<p>Complete access for all abilities and regular safety certification of the premises by competent bodies.</p>
REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/SOCIAL MEDIA/TRADITIONAL MAIL	<p>A final reply within 3 working days. In case of more complex issues, we will keep you updated on the status each working week.</p>
REQUEST FOR SERVICE	<p>Kindly refer to Appendix 1 for list of services.</p>
PHONE CALLS	<p>Shall be answered within 3 rings on working days.</p>

ACKNOWLEDGEMENTS

1 working day from receipt of request for information or application for service. This may be omitted if service or follow-up query is provided/made within the same timeframe.

APPOINTMENTS (IF APPLICABLE)

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within (3) working days from date of request. When attending your appointment, you should not expect any waiting time. We will respect the time allotted to you.

If you arrive late, we reserve the right to reschedule your appointment.

ONLINE INFORMATION

The information on our communication channels will be kept up to date. If you have access to the internet, you can find relevant information on our website:

<https://publicservice.gov.mt/en/Pages/Home.aspx>

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

A. Our offices

3, Castille Place, Valletta

B. Opening Hours

Winter

1st October – 15th June:

Monday to Friday
from 07:45 – 17:15

Summer

16th June – 30th September:

Monday to Friday
from 07:30 – 13:30

Public Holidays: Closed

C. By telephone

on 2200 1225 during
opening hours

D. Through e-mail:

one-stop-shop.psd@gov.mt

E. On our website:

<https://publicservice.gov.mt/en/people/Pages/One-Stop-Shop.aspx>

7. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our service to you. We guarantee your anonymity, and your feedback will help us to improve our services.

If you believe that we have made an error and/or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

- In person: One-Stop-Shop for Public Officers, 3 Castille Place Valletta
- By phone: 2200 1225
- By post: One-Stop-Shop For Public Officers, 3 Castille Place, Valletta
- By email: one-stop-shop.psd@gov.mt

When addressing complaints, we will:

- Guarantee your confidentiality;
- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than
 - i. 5 working days (in cases where we can conclude the case ourselves) or
 - ii. in 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaint and all requested relevant information;
- Inform you in writing, about the outcome of our investigation into your complaint by not later than 1 working day from the conclusion of the investigation.

Following closure of your complaint we commit ourselves to take any remedial action where applicable; and planned corrective action to avoid repetition where necessary so that you will not encounter the same, or similar, experience.

QUALITY OF SERVICE DIRECTORATE WITHIN THE P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt.

8. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations. The review process will be based on various methods including assessment of operational data, complaints, surveys and quality assessment amongst others. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



APPENDICES

9. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Eligibility	How to access the service
Queries on conditions of employment and family friendly measures	Public Officers	By email: one-stop-shop.psd@gov.mt By phone: 356 2200 1225 In person: 3 Castille Place Valletta
Facilitation and administration of Grievance cases	Public Officers (employed or retired) who feel discriminated on their conditions of employment	Submit the following form: https://publicservice.gov.mt/en/people/Pages/One-Stop-Shop.aspx Application must be in writing and forwarded to the One Stop Shop in person or by email

Service Delivery Timeline

Depending on the nature of the query as follows:

Queries which are not complex:

- Reply will be provided to the client immediately upon request or within 1 working day if received via email.

Queries that require verification and collection from other Ministries or P&SD:

- Request for information will be sent to third parties (i.e. departments in other Ministries) within 1 working day.
- Reply from third parties is expected within 3 working days.
- We will provide you feedback within 1 working day from receipt/confirmation of information requested.

Complex queries that require investigation and consultation with other entities/bodies:

- Request for information will be sent to third parties (i.e. departments in other Ministries) within 1 working day.
- Such cases are generally very specific in nature. Clients are kept up to date on such queries on a weekly basis.
- We will provide you with feedback within 1 working day from the closure of the investigation.

- An Acknowledgment together with a Reference Number of the case will be given within 1 working day (if received by email) or immediately (if handed in personally).
- The case file will be opened and forwarded to the Grievance Board within (2) working days.
- The Grievance Board will meet within 10 working days from receipt of the case file.
- A final reply will be issued in a form of a letter within 4 working days from the closure of the investigation of the Grievance Board.

