
Quality Service Charter

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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

Valuing, enriching and supporting the wellbeing of all public employees as they reach their full potential through our professional services.

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. EMPLOYEE SUPPORT PROGRAMME CUSTOMERS

All public administration employees who are in employment can access the support services offered by the Employee Support Programme.

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	Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.
Premises:	Complete access for all abilities and regular safety certification of the premises by competent bodies.
Request for information through website/email/telephone/social media/traditional mail	A final reply within 3 working days. In case of urgent requests, these are handled immediately.
Request for service	Kindly refer to Appendix 1 for list of services.
Phone calls	Shall be answered within 3 rings on working days.
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 nine (9) working days from date of request. Urgent cases are attended within three (3) working days. 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://esp.gov.mt>

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:

- **Malta**
Employee Support Programme, St. Ursula Street,
Valletta VLT 1062

C. By Telephone

2200 1210

B. Opening Hours

- **Winter**
 - Monday, Wednesday and Friday – 8am to 4pm
 - Tuesdays and Thursdays – 8am to 7pm
- **Summer**
 - Monday, Wednesday and Friday – 8am to 2pm
 - Tuesdays and Thursdays – 8am to 5pm

D. Through e-mail:

esp.opm@gov.mt

E. On our website:

esp.gov.mt

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:

Employee Support Programme

- In person: Employee Support Programme, St. Ursula Street, Valletta VLT 1062
- By phone: 2200 1210
- Bil-Posta: Employee Support Programme, St. Ursula Street, Valletta VLT 1062
- By email: esp.opm@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

- 5 working days (in cases where we can conclude the case ourselves) or
- 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 2 working days 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 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.

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	Service Delivery Timeline
Provide counselling support services to employees of the public administration with the objective of strengthening their effectiveness and efficiency at their place of work while supporting their wellbeing.	Public administration employees who require assistance in managing their work and life difficulties, which, if left unattended, could adversely affect their work performance and quality of life.	<p>Officers who wish to attend support and therapy sessions on a voluntary basis may do so through the following channels:</p> <ul style="list-style-type: none"> • By email: esp.opm@gov.mt • By phone: 356 2200 1210 • In person: Employee Support Programme, St Ursula Street, Valletta VLT 1062 • Online: https://publicservices.gov.mt/en/people/ESP/Pages/Contact-Form.aspx <p>Management who wish to refer a staff member for therapy sessions may access the formal referral form through the following link: https://publicservices.gov.mt/en/people/ESP/Documents/Formal%20Referrals/Formal_Referral_Form.pdf</p>	<p>An automated acknowledgment is issued once request is submitted via email.</p> <p>Critical / urgent emails are flagged, discussed, and dealt with immediately.</p> <p>Clients requesting the service are contacted within 1 working day and an appointment is set within the next 9 working days. Urgent cases are attended to within 3 working days.</p>
Provide management support, workshops, and awareness sessions.	Public administration employees including management and those nearing their retirement.	<p>Submit the following online form: https://publicservices.gov.mt/en/people/ESP/Pages/Contact-Form.aspx</p>	<p>Requests for training are forwarded to the designated ESP employee within 1 working day.;</p> <p>The timing of the training will depend on the exigencies of the department/unit requesting the training</p>

