
Quality Service Charter

Date created: September 2020

Version Number: 2

Department responsible for updating this
document: **Servizzi Ewropej f'Malta (SEM)**

CONTENTS

1. Purpose	4
2. Who we are & what we do	4
3. Guiding principles	5
4. SEM customers	6
5. Service commitment	6
6. How to reach us	8
7. We are at your service	8
8. Feedback & complaints	9
9. Commitment to continuous improvement	10
10. Appendix 1	12

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 for 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

SEM was re-activated in 2008 and established as an agency in terms of the Public Administration Act (Cap. 595) by Legal Notice 445 of 2020.

SEM assists organisations to tap into EU funding, involve civil society in the EU's decision-making processes, and inform citizens on the latest developments in the EU, including policies, laws, initiatives, rights and obligations.

The agency provides the latest information on the EU's funding opportunities, SEM assists various organisations to submit competitive project applications to implement their proposed projects. The Agency also assists non-governmental organisations and local councils in the implementation of EU funded projects.

SEM provides general information on the EU by promoting active citizenship and creating various initiatives and events for citizens to know more on the EU and to air their views to help shape EU policies and laws that directly affect them.

We also host a Europe Direct Valletta – one of many walk-in information centres found across the EU, serving as an additional platform to SEM's information services.

OUR MISSION

To be of service to citizens by keeping them updated on the EU's strategies, policies, initiatives and obligations and engaging them to benefit from the rights and opportunities deriving from EU membership, including EU funding.

3. GUIDING PRINCIPLES

All our actions are guided and bound by the 10 Determinants of Service Quality:

RELIABILITY: Information provided by us can be relied upon and is guaranteed to be accurate at the time it was given. You have the right to request that any information given by us be confirmed in writing.

RESPONSIVENESS: We aim to respect the Once-Only Principle by providing a service which is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that the customer is supported throughout to receive the service required.

COMPETENCE: Our staff has the necessary skills to deliver services to you knowledgeably, courteously and impartially.

ACCESS: Our services are easily accessible through convenient opening hours, effective telephone service, and personalised expedient online services. Our public offices are physically accessible to persons with disabilities.

COURTESY: We ensure that our services are offered in a respectful and polite manner, with full consideration for the customer's property.

COMMUNICATION: We aim to keep the customers informed in a language which is free from technical terminology, by listening to them, and explaining the service itself including any fees, if and where applicable.

CREDIBILITY: We ensure that our decisions are based on procedures and pre-defined criteria which shall be clearly explained to you. Our staff are bound to act in an ethical manner.

SECURITY: Care is taken to ensure that our public offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information that you provide will only be used for the purpose that it was collected for and processed in line with the relevant legislation.

UNDERSTANDING/KNOWING THE CUSTOMER: Our processes are designed to understand and support the needs of the customers and create the minimum inconvenience possible to customers, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

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

4. SEM CUSTOMERS

Our clients are citizens, representatives of various organisations, local councils and government entities.

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.

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 by competent bodies of the premises..

REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/SOCIAL MEDIA/TRADITIONAL MAIL: A final reply within 3 working days.

REQUEST FOR SERVICE: 3 working days from receipt of request.

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: 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 meeting you should expect no waiting time. We will respect the time allotted to you.

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

QUEUEING TIME (IF APPLICABLE): We will greet you on arrival and guide you on your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 10 to 15 minutes under normal circumstances.

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

www.sem.gov.mt

PAYMENT METHODS: Not applicable

In addition, the service specific turnaround time (this is the time taken to process an application), eligibility criteria and application requirements as described in Section 10 of this document shall apply.

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:

1. Our offices:

Malta

280, Republic Street,
Valletta VLT 1112

Gozo

Gozo NGO Centre,
Il-Madonna tar-Rummienna
Street, Xewkija XWK 9082

2. Opening Hours:

Malta

Winter 08:30-16:30

Summer 08:30-14:30

Friday (all year) 08:30-14:30

**Office is closed between
24th December and
1st January.**

Gozo

07.45-14.15 (all year)

**Office is closed between
24th December and
1st January.**

3. By telephone:

Malta on 27797300

During the above hours

**Office is closed between
24th December and
1st January.**

Gozo on 27797308

During the above hours

**Office is closed between
24th December and
1st January.**

4. Through e-mail:

info.sem@gov.mt

5. On our website:

sem.gov.mt

6. Mobile Apps:

not applicable

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information in time, that is both complete and accurate. When an incomplete request is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read any available information carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can improve our service. You can do this by using the channels indicated in Section 8 below;
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect, as they are obliged to treat you.

Our website features all required updated information on the areas we can assist you in.

8. 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:

Servizzi Ewropej f'Malta (SEM)

- In person: 280, Republic Street, Valletta VLT 1112
- By phone: 27797300
- By email: info.sem@gov.mt
- Mobile app – Rate the Public Service (downloadable through maltapps directory)

servizz.gov

- Online: by accessing the servizz.gov site and clicking on 'File a Complaint' here: <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By phone: 153

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality.
- Refer your case to the Customer Care officer/s and send you an acknowledgement within 1 working day.
- Provide you with a unique reference number so that you can check the status of your complaints at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application for service.

- 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 THE PEOPLE & STANDARDS DIVISION

In a circumstance where the support expected was not given by 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.

9. 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:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of service standards relative to the services provided will be monitored and measured. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



APPENDIX

10. 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.

Entity responsible	Service	Eligibility	Compliance requirements	Service Delivery Timeline
Servizzi Ewropej f'Malta	Information on EU-related Matters	General Public, Civil society organisations, Local councils, Government Ministries, Departments and Entities, Businesses.	Commitment to serve as a contact point for all EU-related queries.	All requests for information received by email on any EU-related matters shall be replied within two working days.
	Information on EU-related Matters	General Public, Civil society organisations, Local councils, Government Ministries, Departments and Entities, Businesses.	Commitment to serve as a contact point for all EU-related queries.	Telephone calls shall be replied to after a maximum of 3 rings and shall be re-directed once to the designated official depending on the nature of the query.
	One-to-one meetings on EU funding, EU policies and legislation	General Public, Civil society organisations, Local councils, Government Ministries, Departments and Entities, Businesses.	Commitment to provide timely follow up after one-to-one meetings.	The date proposed for the one-to-one meeting shall be within 3 days from when a request is lodged. A follow up email shall be sent after one-to-one meetings within 2 working days. The communication shall sum up what would have been discussed during the meeting and shall outline a way forward.
	Information on EU funds	General Public, Civil society organisations, Local councils, Government Ministries, Departments and Entities, Businesses.	Commitment to provide timely information on EU funding opportunities and other related queries.	All requests for information received on any EU-related funding matters shall be replied within two working days.
	Assistance in the preparation of EU Funding proposals	General Public, Civil Society organisations, Local Councils, Government Ministries, Departments and Entities.	Commitment to provide a high-quality personalised service to clients to submit competitive project proposals.	Requests for one-to-one meetings will be replied to within one working days. The date proposed for the one-to-one meeting shall be within 3 days from when a request is lodged. A complete reviewed application shall be submitted to client by not later than 2 working days from the application deadline.
	Assistance in the implementation of EU funded projects	Civil Society organisations, Local Councils	Commitment to provide a high-quality personalized service to clients for the successful implementation of EU-funded projects.	Requests for one-to-one meetings will be replied to within one working days. The date proposed for the one-to-one meeting shall be within 3 days from when a request is lodged. A complete reviewed application shall be submitted to client by not later than 2 working days from the application deadline.



