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# 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 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 AND WHAT WE DO

### OUR MISSION

Our mission is to manage, implement and coordinate the National Youth Policy and to promote and safeguard the interests of young people.

Aġenzija Żgħażaġh provides young people with the time and space to make friends, learn in new ways using the nonformal education approach and develop their talents through our services and our extensive empowerment programme.

### 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 knowledgably, 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. AĠENZIJA ŻĠHAŻAĠH CUSTOMERS

Our main customers are young people between 13 and 30 residing in Malta and Gozo who are in need of our youth work services.

#### 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.

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**PREMISES:** Complete access for all abilities and regular safety certification by competent bodies of the premises.

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

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**REQUEST FOR SERVICE:** 3 working days from receipt of complete application.

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**PHONE CALLS:** Shall be answered within 3 rings on working days.

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**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.

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**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.

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**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.

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**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:

**Agenzija Żgħażaġh:**

youth.gov.mt  
<https://www.facebook.com/agenzijazghazagh/>

Youth Information One Stop shop (YIOSS)  
<https://www.facebook.com/info.youthmalta/>

Instagram :  
agenzija.zghazagh - <https://www.instagram.com/agenzija.zghazagh/>

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**PAYMENT METHODS:** Payments can be made by cheque payable to Agenzija Żgħażaġh or by bank transfer using the following details:

Account name: AGENZIJA ZGHAZAGH  
Account number: 011-150554-001  
Bank name: HSBC Bank Malta PLC  
Currency: EUR  
Location: Malta  
BIC: MMEBMTMT  
IBAN: MT76MMEB44118000000011150554001

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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

St Joseph High Road, St Venera SVR1013

### 2. Opening Hours

Winter: 08:30-16:00 (Monday - Friday)

Summer: 08:00-13:00 (Monday - Friday)

### 3. By telephone

**(356) 2258 6700**

during the above hours

### 4. Through e-mail:

agenzia.zghazagh@gov.mt

### 5. On our website:

<https://youth.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 application 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 applications 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 applications and lists the documents needed with each application.



## 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:

### **Aġenzija Żgħażaġh**

- In person: To the Head of Corporate Services, Aġenzija Żgħażaġh, St Joseph High Road, St Venera SVR1013
- By phone: To the Head of Corporate Services on: (356) 2258 6700
- By post: Attn: Head of Corporate Services, Aġenzija Żgħażaġh, St Joseph High Road, St Venera SVR1013, and
- By email: [agenzija.zghazagh@gov.mt](mailto:agenzija.zghazagh@gov.mt)
- Mobile app – Rate the Public Service (downloadable through maltapps directory)

### **servizz.gov**

- Online: by accessing the [servizz.gov](https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx) 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 Corporate Service Department within Aġenzija Żgħażaġh 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](mailto: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.

Service	Entity Responsible	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
<p><b>A4U Scheme (Assistance for You)</b></p> <p>Financial support provided to youth voluntary organisations to build capacity of their organisations.</p>	Aġenzija Żgħażaġh	<p>Organisations have to:</p> <ul style="list-style-type: none"> <li>i. Provide a service to young people that are between 13 and 30 years of age.</li> <li>ii. Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372.</li> <li>iii. Be registered members of Aġenzija Żgħażaġh.</li> <li>iv. Submit only one e-application per centre through which the Voluntary Organisation operates.</li> <li>v. Submit projects which are to be implemented between 1st January and 30th September of the year the project is awarded in.</li> <li>vi. Submit all information required at the point of e-application (including annexes).</li> </ul>	<p>Additional documentation:</p> <ul style="list-style-type: none"> <li>i. activity plan including activity year applied for.</li> <li>ii. any quotation/s or cost proposals.</li> <li>iii. signed declaration by legal representative of organisation.</li> </ul>	<p>Applications are found online in the VO Funding Portal and are open in mid-September.</p> <p>Applications are closed by the end of October.</p> <p>Information and application can be found as per link:</p> <p><a href="https://www.vofunding.org.mt/funds/67">https://www.vofunding.org.mt/funds/67</a></p>	<p>On applying for funding, an instant notification will be sent to applicant to acknowledge receipt.</p> <p>1 day after the closing day of the application, the applicant will be informed on the application process and when the applicant is expected to receive the result regarding the success of the application received.</p> <p>Applicant will receive the result within 19 working days.</p>
<p><b>Be Active Scheme</b></p> <p>Financial support to engage young people in Voluntary Organisations to do projects in the community.</p>	Aġenzija Żgħażaġh	<p>Organisations have to:</p> <ul style="list-style-type: none"> <li>i. Provide a service to young people that are between 13 and 30 years of age.</li> <li>ii. Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372</li> <li>iii. Be registered members of Aġenzija Żgħażaġh.</li> <li>iv. Submit only one e-application per centre through which the Voluntary Organisation operates.</li> <li>v. Submitted projects are to be implemented between 1st January and 30th September of the year the project is awarded in.</li> <li>vi. Submit all information required at the point of e-application (including annexes).</li> </ul>	<p>Additional documentation:</p> <ul style="list-style-type: none"> <li>i. Project calendar including activity year applied for.</li> <li>ii. Any quotation/s or cost proposals.</li> <li>iii. Signed declaration by legal representative of organisation.</li> </ul>	<p>Applications are found online in the VO Funding Portal and are open in mid-September.</p> <p>Applications are closed by the end of October.</p> <p>Information and application can be found as per link:</p> <p><a href="https://www.vofunding.org.mt/funds/68">https://www.vofunding.org.mt/funds/68</a></p>	<p>On applying for funding an instant notification will be sent to applicant to acknowledge receipt.</p> <p>1 day after the closing day of the application, the applicant will be informed on the application process and when the applicant is expected to receive the result regarding the success of the application received.</p> <p>Applicant will receive the result within 19 working days.</p>

Service	Entity Responsible	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
<p><b>Music tuition for young people</b></p> <p>Financial support to band clubs to give music tuition to young people.</p>	Aġenzija Żgħażaġh	<p>Band clubs which:</p> <p>i. Provide a sustainable service to young people that are between 13 and 30 years of age.</p> <p>ii. Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372.</p> <p>iii. Be active members of Malta Band Clubs Association.</p> <p>iv. Submit only one e-application per centre through which the Voluntary Organisation operates.</p> <p>v. Submit one proposal by a single band club under Scheme A and/or one proposal by multiple band clubs under Scheme B.</p> <p>vi. Submitted projects are to be implemented between 1st January and 30th September of the year the project is awarded in.</p> <p>vii. Multiple band clubs involved in any one project must all be officially registered as a Voluntary Organisation with the Commissioner for Voluntary organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372.</p> <p>viii. Submit all information required at the point of e-application (including annexes).</p>	<p>Additional documentation:</p> <p>i. Quotations corresponding to the Budget expenses.</p> <p>ii. Verified declaration of collaboration between band clubs for Scheme B applications.</p>	<p>Applications are found online in the VO Funding Portal and are open in mid-September.</p> <p>Applications are closed by the end of October.</p> <p>Information and application can be found as per link:</p> <p><b>Scheme A</b></p> <p><a href="https://www.vofunding.org.mt/funds/69">https://www.vofunding.org.mt/funds/69</a></p> <p><b>Scheme B</b></p> <p><a href="https://www.vofunding.org.mt/funds/70">https://www.vofunding.org.mt/funds/70</a></p>	<p>On applying for funding an instant notification will be sent to applicant to acknowledge receipt.</p> <p>1 day after the closing day of the application the applicant will be informed on the application process and when the applicant is expected to receive the result regarding the success of the application received.</p> <p>Applicant will receive the result within 19 working days.</p>
<p><b>European Youth Card (EYCA Card)</b></p> <p>The European Youth Card promotes mobility and entitles young people to discounts in commercial and cultural establishments, in different countries.</p>	Aġenzija Żgħażaġh	European young people aged 13-30 years.	<p>For all applications: Passport size photo required.</p> <p>Additional documentation: For applicants aged 13-17 years.</p> <p>i. A consent form signed by parents / legal guardians.</p>	Apply online via servizz.gov: <a href="https://eforms.gov.mt/pdfforms.aspx?fid=est070e">https://eforms.gov.mt/pdfforms.aspx?fid=est070e</a>	3 working days within receipt of application.

Service	Entity Responsible	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
<p><b>Youth Organisation Registration</b></p> <p>The benefits of the registration are that it will give an organisation or group access to training, networking, support and information sharing.</p>	Aġenzija Żgħażaġh	Youth organizations working with and for young people.	Completed application form.	Apply online via servizz.gov: <a href="https://eforms.gov.mt/pdfforms.aspx?fid=est071e">https://eforms.gov.mt/pdfforms.aspx?fid=est071e</a>	<p>3 working days to review the application received and set an interview within two working days subject to the availability of the organisation applying to be registered.</p> <p>The registration of the organisation will be confirmed 1 working day after its interviewing date.</p>
<p><b>Youth.Inc</b></p> <p>The Youth.Inc is a fixed annual programme, which commences in September and ends in June.</p> <p>The programme is based on applied learning to help young people improve their standard of education and gain more knowledge, values and skills of real working life and to enter the labour market or gain qualifications to continue in further education and/or training.</p> <p>In addition to core curriculum areas such as English, Maltese, Applied Maths and Basic IT skills and a work placement, the Youth.Inc programme also provides learning activities which adopt a hands-on and project-based approach.</p>	Aġenzija Żgħażaġh	Young people aged 16-21 years who have completed full-time compulsory education and are neither in post-secondary education nor in employment.	Completed application form	<p>Applications are open all year round.</p> <p>Apply online via Servizz.gov: <a href="https://eforms.gov.mt/pdfforms.aspx?fid=est073e">https://eforms.gov.mt/pdfforms.aspx?fid=est073e</a></p> <p>Service with regards to this application is also given face-to-face at Aġenzija Żgħażaġh.</p>	<p>All eligible applicants are called for an assessment to evaluate the suitability of the applicant for the programme within 3 working days.</p> <p>The applicant is informed whether the application is accepted 1 day after the assessment.</p>

Service	Entity Responsible	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
<p><b>Application for the use of Equipment from Aġenzija Żgħażaġh</b></p> <p>Provision of equipment as per link:  <a href="https://youth.gov.mt/wp-content/uploads/2020/01/A%C4%A1enzi-ja-%C5%BBg%C4%A7a%C5%B-Cag%C4%A7-Equipment-List.pdf?a6e83b&amp;a6e83b">https://youth.gov.mt/wp-content/uploads/2020/01/A%C4%A1enzi-ja-%C5%BBg%C4%A7a%C5%B-Cag%C4%A7-Equipment-List.pdf?a6e83b&amp;a6e83b</a>.</p> <p>against a fully refundable deposit to assist youth organisations in carrying out their activities.</p>	Aġenzija Żgħażaġh	Non-profit youth organizations registered with Aġenzija Żgħażaġh.	Completed application form and money deposit upon collection of equipment.	Face-to-face at Aġenzija Żgħażaġh or Online Booking Form on Aġenzija Żgħażaġh website:  <a href="https://docs.google.com/forms/d/e/1FAIpQLSfP7bj6ceukEXsoGxyZw7FmrS-VGAkErlzqCPDwa71pSQRzA/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfP7bj6ceukEXsoGxyZw7FmrS-VGAkErlzqCPDwa71pSQRzA/viewform</a>	3 working days within receipt of application.
<p><b>Youth cafes at Msida and Vittoriosa youth hubs at MCAST Paola, Giovanni Curmi Higher Secondary Naxxar, Sir MA Refalo Victoria Gozo</b></p>	Aġenzija Żgħażaġh	For Youth Cafes Young people from 13 – 20  For Youth Hubs Young people from 16 – 18 attending higher secondary institutions.	None	None as these are drop-in centres.	Immediate
<p><b>Youth Activity Centres at Dingli and Marsalokk</b></p>	Aġenzija Żgħażaġh	Youth Organisations	Money deposit once booking confirmed by email.	Youth Activity Centres can be made use of by sending an email with the date the youth organisation would like to avail itself of the premises.	3 days within receipt of email.





