

# Arts Council Malta (ACM)

## WHO WE ARE

Arts Council Malta (ACM) is the national agency for development and investment in the cultural and creative sectors. Its principal task is to fund support and promote Malta's Cultural and Creative sectors. Arts Council Malta's goals are: to nurture creative potential and support its development into Professional activity; to invest in artistic excellence; to connect Malta to the International artistic community; to provide more opportunities for People to engage in creativity; and to build the capacity of Public Cultural Organisations under its remit, including the national theatres, the national dance company and the contemporary creative space.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://artscouncilmalta.gov.mt/>

## WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 30 minutes under normal circumstances.

## CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: [info.acm@artscouncil.mt](mailto:info.acm@artscouncil.mt)

Your confidentiality will be guaranteed. Expect our feedback within 1 working day.

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

## Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 30 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

## HOW TO CONTACT US

- o Arts Council Malta, TG Complex Suite 1, Level 1, Triq il-Birrerija Zone 3, CBD 3040, Birkirkara, Malta
- o Monday to Friday Winter: 08:00-16:00; Summer (August only): 0730 - 1330  
Weekends, & Public Holidays: Closed
- o <https://artscouncilmalta.gov.mt>
- o Contact us: [info.acm@artscouncil.mt](mailto:info.acm@artscouncil.mt), [fundinfo@artscouncil.mt](mailto:fundinfo@artscouncil.mt) +356 2334 7201/02
- o Through Social Media:

