

Authority for the Responsible Use of Cannabis (ARUC)

WHO WE ARE

The Authority for the Responsible Use of Cannabis (ARUC) has been established by Chapter 628 of the laws of Malta enacted in 2021. The Authority is presently establishing an effective and efficient system to ensure the responsible use of cannabis. This fundamental reorientation of policy is a joint national effort to move away from the punitive enforcement approach to improved health and social intervention. The Authority, whilst remaining steadfast in discouraging and delaying cannabis use, will through responsible and legal regulation, allow restricted access to cannabis use by aspiring to advance public health and safety goals. ARUC is responsible for the licensing of non-profit associations that cultivate and distribute cannabis and also provides education on various levels.

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 Standard 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://aruc.mt/>>

WHAT TO EXPECT WHEN YOU CONTACT US

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 of approximately 30 minutes under normal circumstances.

CLIENT RESPONSABILITIES

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, or <https://aruc.mt/contact/>
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

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 3 working days from the date of request.

HOW TO CONTACT US

- o ARUC, Level 4, Onda Business Centre, Aldo Moro Road, Marsa, MRS 9065, Malta
- o Monday to Friday: 08:00-13:00; Saturday, Sunday, and Public Holidays: Closed
- o <https://aruc.mt> - info.aruc@aruc.mt
- o Malta: +356 2388 9600
- o Through Social Media:

