

Civil Protection Department

WHO WE ARE

The Civil Protection Department as detailed in Chapter 411 of the laws of Malta is tasked, amongst other things, with the provision of assistance and rescue services to the general public within the Maltese territory inclusive of territorial waters. In order to provide such services, the Civil Protection Department is equipped with a fleet of over one hundred fire and rescue appliances and five firefighting and rescue vessels. The Civil Protection Department responds to requests for assistance through the 112 emergency number and in order to reach the incident site in minimum time, personnel are deployed from 10 fire stations and one marine station which are strategically located within the Maltese islands.

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://www.facebook.com/CivilProtectionMalta>

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 20 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: civilprotection@gov.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 5 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 15 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 Civil Protection Department Headquarters, Mqabba Road, Ta' Kandja, I/o Siġġiewi, Malta
- o Monday to Sunday 24hours a day
- o <https://homeaffairs.gov.mt/public-bodies/civil-protection-department/>
- o Contact us: civilprotection@gov.mt, +356 2393 0000
- o Through Social Media:

