

# Commission for the Rights of Persons with Disability (CRPD)

## WHO WE ARE

The Commission for the Rights of Persons with Disability (CRPD) is the national regulatory body for disability in Malta and Gozo. CRPD is committed to rendering Maltese society an inclusive one, in a way that persons with disability reach their full potential in all aspects of life, enjoying a high quality of life thanks to equal opportunities. In fulfilling this mission, CRPD works in order to eliminate any form of direct or indirect social discrimination against persons with disability and their families, while providing them with the necessary assistance and support.

## 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.crpd.org.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 answering your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We will answer 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 10 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 below; or <https://www.crpd.org.mt/contact>
- o Through [servizz.gov](https://servizz.gov) by calling on 153, online on Submit a Complaint

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 5 working days from the date of request.

## HOW TO CONTACT US

- o CRPD, G5 Offices, Psaila Street, Birkirkara, Malta
- o CRPD Helpdesk, Sannat Primary School, Sannat Road, Gozo
- o Monday: 08:15-12:00 & 13:30-17:00 Tuesday to Friday 08:15-12:00 Sunday, & Public Holidays: Closed
- o <https://www.crpd.org.mt/> or [helpdesk@crpd.org.mt](mailto:helpdesk@crpd.org.mt)
- o Malta: +356 2226 7600; and SMS Only +356 7978 8555 (Hearing impaired + Deaf)
- o Through Social Media:

