

Correctional Services Agency

WHO WE ARE

The Correctional Services Agency (CSA) is the national authority responsible for the management and operation of Malta's correctional facility, Corradino Correctional Facility (CCF). As the main prison in Malta, CCF accommodates individuals in custody under various legal statuses, including pre-trial detention and post-sentencing. The agency is committed to ensuring secure and humane custody while promoting rehabilitation, reintegration, and the protection of society. CSA operates under the Ministry for Home Affairs, Security, and Employment, with a professional workforce dedicated to maintaining order, supporting personal development, and upholding human dignity. Through structured routines, educational and vocational programmes, psychological support, and restorative justice initiatives, the agency works to reduce reoffending and prepare persons in prison for a responsible return to society. CSA also collaborates with local and international partners to uphold best practices in correctional services and maintain a transparent, accountable, and rights-based approach.

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://homeaffairs.gov.mt/public-bodies/correctional-services-agency/>

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 5 - 10 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: admin.ccf@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 10 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 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 Correctional Services Agency, Valletta Road, Paola PLA 1518, Malta
- o Monday to Friday: 08:00-12:00 : 14:00-16:30 Weekends, & Public Holidays: Closed
- o <https://homeaffairs.gov.mt/public-bodies/correctional-services-agency/>
- o Contact us: admin.ccf@gov.mt, +356 2169 1428
- o Through Social Media:

