

Courts Services Agency (CSA)

WHO WE ARE

The Courts Services Agency (CSA) is committed to providing the Judiciary and the public with effective, efficient, and high-quality court services. Its primary aim is to support the proper administration of justice by ensuring that the courts operate in a timely, transparent, and professional manner, while upholding the principles of independence, impartiality, and access to justice.

In fulfilling this mission, the Agency provides the Judiciary with all necessary administrative, logistical, and technological resources required for the effective discharge of judicial functions. This includes the management of court registries, archives, case management systems, courtroom facilities, and ancillary services that support judicial proceedings.

OUR COMMITMENT TO CLIENTS

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

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- 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.
- The list of services offered can be found in the following link <https://ecourts.gov.mt/onlineservices>

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 20 minutes under normal circumstances. However, waiting time may vary for cases requiring court decrees that depend on the members of the judiciary

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. Attend the premises of the Law Courts in proper attire.

WE VALUE YOUR FEEDBACK

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

- Contact us as per details shown here: info.courts@courtservices.mt
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 7 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 8 working days from the date of request.

HOW TO CONTACT US

- Court Services Agency, Court of Justice, Republic Street, Valletta VLT 1112, Malta
- Courts of Justice (Gozo), Cathedral Square, Victoria Gozo
- Opening Hours for:
 - **Court Registries for the filing of Acts:** Monday – Friday: (1 Oct–15 June) 09:00–15:00; (16 June – 30 Sept) 08:00–12:00; Closed on Weekends & Public Holidays
 - **Employees for Court Services Agency:** Monday – Friday (1 Oct–15 June) 07:45–16:30 (16 June–30 Sept) 07:30–13:30; Closed on Weekends & Public Holidays
- <https://courts.gov.mt>
- Contact us: <https://ecourts.gov.mt/onlineservices/Contact>
Malta +356 2590 2153; Gozo +356 2590 2700
- Through Social Media:

