

# Customer Care Unit within the Planning Authority

## WHO WE ARE

The Customer Care Unit within the Planning Authority is dedicated to providing efficient, high-quality, and customer-focused support by addressing inquiries, resolving issues, and ensuring a seamless experience for both internal and external clients. Serving as the primary point of contact between the organization/entity and its customers, the unit fosters trust, transparency, and customer satisfaction. A well-functioning Customer Care Unit is committed to delivering timely and accurate responses to customer inquiries and concerns. It provides clear guidance and assistance regarding services and procedures while upholding professionalism, fairness, and ethical conduct in all interactions, whether through front-office services or other communication channels.

Furthermore, the Customer Care Unit enhances public confidence through accountability and transparent communication. It continuously strives to improve service delivery by incorporating customer feedback and adhering to best practices. Ultimately, the Customer Care Unit plays a vital role in strengthening the Authority's reputation and ensuring that clients receive the support they need efficiently and effectively.

## 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.pa.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 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 - 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: [customercare@pa.org.mt](mailto:customercare@pa.org.mt)
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 2 working days

### When you contact us by letter or email

We will send an acknowledgment within 3 working days 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. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

## HOW TO CONTACT US

- o Planning Authority, St Francis Ravelin, Floriana, FRN 1230 Malta
- o Planning Authority, Gozo Innovation Hub, Triq il-Pitkalija, Xewkija XWK 3000, Gozo
- o Monday to Friday: 08:00-12:00 and 13:00-14:30 Weekends, & Public Holidays: Closed
- o <https://www.pa.org.mt>, <https://eapps.pa.org.mt>, <https://pamapservers.pa.org.mt>,
- o Contact us: [customercare@pa.org.mt](mailto:customercare@pa.org.mt) - +356 2290 0000
- o Through Social Media:

