

Department of Justice

WHO WE ARE

The Department of Justice's mission is to co-ordinate, support and monitor the functions of a number of areas in the justice sector within the Department of Justice's remit. The main objectives of the Department of Justice are:

- o To provide support and advice to the Ministry responsible for Justice on matters relating to justice affairs
- o To provide support services to entities in the justice system;
- o To compile and maintain an updated register of persons interested in serving as court experts;
- o To process applications under statutory and non-statutory obligations;
- o To co-ordinate on matters relating to support to victims of crime;
- o To liaise with any commission, tribunal, department or other entity on matters relating to justice;
- o To facilitate the appointment or re-appointment of Chairpersons and Members on Boards and Tribunals related to the justice sector;
- o To lead the implementation of local and EU projects and initiatives falling within the Department's remit; and
- o To propose and embark on projects to improve the efficiency and the quality of the justice system.

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, Standards 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://departmentofjustice.gov.mt/en/services/>

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 15 - 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: <https://departmentofjustice.gov.mt/en/contact/>
- 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 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 1-7 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 Department of Justice, 14 Market Street Floriana, FRN 1082, Malta
- o Monday to Friday Winter: 08:00-16:00; Summer: 08:00 - 13:00 Weekends, & Public Holidays: Closed
- o <https://departmentofjustice.gov.mt>
- o Contact us: info.justicedepartment@gov.mt - +356 2327 5400
- o Department of Justice's Conduct & Criminal Records Office, 18, Market Street Floriana, FRN 1082, Malta
- o Monday to Friday: 07:30-12:00 & 12:15-14:15; Saturday: 08:15-12:00
- o <https://kondotti.gov.mt/>
- o Info.justicedepartment@gov.mt; cro.doj@gov.mt - +356 2258 7800