

# Directorate for Quality and Standards in Education (DQSE)

## WHO WE ARE

The Directorate for Quality and Standards in Education (DQSE) was established by virtue of the Education Act to establish, regulate, monitor and assure standards and Quality in the programmes and educational services by all schools, whether managed by the State or otherwise, Catering for pre-compulsory education as provided for in the Education Act.

DQSE's vision is to ensure that every learner in pre-compulsory and compulsory educational settings is provided with a quality education in line with national legislation, policies and standards. DQSE enables educational communities to provide quality and equitable education provision for all learners to achieve their full potential through the design of standards, regulation, monitoring, and evaluation.

## 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://dqse.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 of approximately 20 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 shown here: [customercare.dqse@gov.mt](mailto:customercare.dqse@gov.mt)
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 5 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 10 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 Directorate for Quality & Standards in Education, Triq Joseph Abela Scolaro, Hamrun HMR 1304 Malta
- o Monday to Friday: 07:00-16:00; Weekends, & Public Holidays: Closed
- o <https://dqse.gov.mt/en/>
- o Contact us : [customercare.dqse@gov.mt](mailto:customercare.dqse@gov.mt) - +356 2598 1414 / 1425 / 1445 / 1436