

Environmental Health Services

WHO WE ARE

The Environmental Health Directorate promotes and safeguards the well-being and health of the public from adverse environmental effects. Environmental Health comprises those aspects of human health and disease that are determined by factors in the environment. The Department for Environmental Health was set up in September 2007 under the leadership of the Director of Environmental Health.

During 2010, the name was changed to Environmental Health Directorate. The Director leads programmes that promote the attainment of the highest standards of public health and hygiene by addressing risk factors associated with environmental hazards. The Director is responsible for safeguarding the health and well-being of the public through the enforcement of legislation derived from the European Union, National, and international legislation. The Director gives direction to the functional units of Environmental Health, Health Inspectorate, and Public Health Laboratory and ensures that services within the directorate are operating in line with the Ministry's policy, strategy, regulations, and standards.

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://environmentalhealth.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 5 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:

- Contact us as per details shown here: [Contact - The Department](#)
- Through servizz.gov by calling on 153, or online on [Submit a Complaint](#)

Your confidentiality will be guaranteed. Expect our feedback within 20 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 days, with the appointment date being set within 1-5 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

- Environment Health Directorate, Continental Business Centre, 1st Floor, Triq il-Ferrovija, Sta Venera SVR 9018, Malta
- Monday to Friday Winter: 07:30-15:30; Summer: 07:00 – 15:00 Weekends, & Public Holidays: Closed
- [Home - The Department](#)
- Contact us: admin.ehd@gov.mt; complaints.ehd@gov.mt +356 2095 4000
- Through Social Media:

