

# Human Rights Directorate (HRD)

## WHO WE ARE

The Human Rights Directorate (HRD), under the Office of the Prime Minister – Equality, Reforms and Social Dialogue, was set up with the aim of reaching national objectives in the areas of civil liberties, equality and non-discrimination, as well as the integration of migrants. As part of its mandate, the Directorate is tasked with ensuring that proposals and initiatives uphold everyone's fundamental human rights, as enshrined in Maltese and international law, and, wherever possible, further the creation of an equal and just society. The Human Rights Directorate is comprised of dedicated Units covering thematic human rights issues and standards of equality, namely the: i. Intercultural and Anti-Racism Unit; ii. Sexual Orientation, Gender Identity, Gender Expression, and Sex Characteristics (SOGIGESC) Unit; iii. Gender Mainstreaming Unit; iv. Anti-Human Trafficking Unit; v. Legal Unit; and vi. Research & Coordination Unit.

## 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://humanrights.gov.mt/units/integration-and-anti-racism-unit/i-belong-programme/>

## 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 15 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; or <https://humanrights.gov.mt/contact/>
- Through Servizz.gov by calling 153, online on Submit a Complaint

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

### When you contact us by letter or email

We will send an acknowledgement 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 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

- Human Rights Directorate, A3 Towers, Arcade Street, Paola PLA 1211, Malta
- Monday to Friday: 07:00-16:00 Winter  
Monday to Friday: 07:00-13:00 Summer; Saturday, Sunday, and Public Holidays: Closed
- <https://humanrights.gov.mt>
- [hrd@gov.mt](mailto:hrd@gov.mt), or +356 2226 3210
- Through Social Media

