

Malta Arbitration Centre

WHO WE ARE

The Malta Arbitration Centre is a body corporate having a distinct legal personality. It was set up in 1996 through the enactment of Chapter 387 of the Laws of Malta and started its operations in March 2000. The functions of the Centre are laid down in Article 10 (1) of the Arbitration Act and include the promotion of Malta as a centre for international commercial arbitration; the provision of the necessary facilities for the conduct of both domestic and international arbitration cases; to encourage the settlement of disputes through arbitration and to advise the Government on any matters relating to arbitration.

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://mac.mt/Home/AboutUs>

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, however due to physical accessibility limitations at our premises, individuals with mobility challenges are kindly advised to contact the office in advance so that alternative service options, such as online assistance, are offered. Waiting time will be approximately 20 - 30 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: info.mac@arbitration.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 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 2 working day, with the appointment date being set within 5-7 working days from the date of request. However, appointments may be dependent on the centre's waiting lists and urgent requests, which may take priority.

HOW TO CONTACT US

- o Malta Arbitration Centre, Palazzo Laparelli, 33 South Street, Valletta, VLT 1100, Malta
- o Winter Opening Hours: (15th Sept – 14th July): 08:00 – 12:30; 13:00 – 17:00
- o Cash Office Hours / Submission of Documentation: 08:30 – 12:00; 13:30 – 16:30
- o Summer Opening Hours: (15th July – 14th Sept): 07:30 – 13:00
- o Cash Office Hours / Submission of Documentation: 08:00 – 12:00
- o <https://mac.mt/>
- o Contact us: info.mac@arbitration.mt – +356 2122 2557
- o Through Social Media:

