

# Responsible Gaming Foundation

## WHO WE ARE

The Responsible Gaming Foundation (RGF) is a non-profit organization based in Malta, dedicated to encouraging a culture of responsible gaming through awareness, education, support, and the promotion of alternative leisure activities. Recognizing the impact gambling can have on individuals, families, and communities, RGF actively engages stakeholders across society to promote healthier attitudes and behaviors around gambling. Through targeted educational initiatives and outreach programmes, the foundation provides practical tools and resources, empowering people to make informed choices.

Additionally, RGF offers confidential support services to those affected by gambling-related harms, creating a safe and empathetic environment for recovery. Beyond intervention, RGF believes prevention is Paramount, proactively working to raise public consciousness on responsible gambling practices. Ultimately, the Responsible Gaming Foundation's mission is to safeguard the well-being of individuals and the wider community by reducing gambling-related harm and championing a balanced, mindful approach to gaming.

## 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://www.rgf.org.mt/\\_files/ugd/42306e\\_1bb29f9282a444daa7e7d98e19d5d836.pdf](https://www.rgf.org.mt/_files/ugd/42306e_1bb29f9282a444daa7e7d98e19d5d836.pdf)

## 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 5 - 10 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.rgf@rgf.org.mt](mailto:info.rgf@rgf.org.mt)
- o Through servizz.gov by calling on 153, 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 working day 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 90-91 Second Floor, Psaila Street, Birkirkara BKR9073 Malta
- o Monday to Friday: 08:00-17:00 Weekends, & Public Holidays: Closed
- o <https://www.rgf.org.mt>
- o Contact us: [info.rgf@rgf.org.mt](mailto:info.rgf@rgf.org.mt) +356 2149 9030/1
- o Through Social Media:

