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# Quality Service Charter

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## 1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

**Voice:** We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

**Design:** We develop policies and processes which reach the levels expected by our customers;

**Delivery:** We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease;

**Accountability:** This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into and is manifested in these same basic principles we want to uphold.

## 2. WHO WE ARE & WHAT WE DO

Our Mission

Acting as the National contact point for victims of crime; enhancing a holistic approach towards needs and support for a better quality of life. Helping victims find their voice and become survivors.

## 3. GUIDING PRINCIPLES

All our actions are guided and bound by 5 criteria of Service Quality as follows:

**Reliability:** We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

**Empathy:** We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

**Assurance:** Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

**Responsiveness:** We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

**Tangibles:** Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

#### 4. VICTIM SUPPORT AGENCY CLIENTS

Victims of Crime are individuals or group of people who have directly or indirectly experienced a crime, which may include, but are not limited to, domestic violence, sexual assault, human trafficking, hate crimes, fraud, and other offenses that cause physical, emotional, psychological, or financial harm as prescribed in Chapter 9 of the Criminal Code. Victims may be of any age, gender, or background.

#### 5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

Item	Standard
Communication	<p>Specific, straight forward and free of jargon or technical terms. All information will be provided in both Maltese and English.</p> <p>Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.</p>
Premises	Complete access for all abilities and regular safety certification of the premises by competent bodies.
Request for information through Website/email/telephone/social media/traditional mail	A final reply within 3 working days.
Request for service	Kindly refer to Appendix 1 for list of services.
Phone calls	Shall be answered within 3 rings on working days.
Acknowledgements	<p>1 working day from receipt of request for information or application for service. This may be omitted if service or follow up query is provided/made within the same timeframe.</p> <p>During the application campaign, an acknowledgement for those application printouts submitted by post or directly by the former will be sent by post within 1 week.</p>
Appointments	<p>Replies to requests for appointments will be provided within 2 working days for Emotional Support, with an appointment date being set within 15 working days from the date of request, under normal circumstances.</p> <p>Replies to requests for Legal Advice will be provided within 5 working days from the date of request, under normal circumstances.</p> <p>When attending your appointment, you should not expect waiting time. We will respect the time allotted to you.</p> <p>If you arrive late, we reserve the right to reschedule your appointment.</p>
Queuing time (if applicable)	We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be approximately within 5 minutes under normal circumstances.

## Online information

The information on our communication channels will be kept up to date. If you have access to the internet, you can find relevant information on our website:

<https://victimsupportagency.com/>.

You can also follow us on Facebook and Instagram:

[http://instagram.com/victim\\_support\\_agency](http://instagram.com/victim_support_agency)

<http://Facebook.com/VictimSupportAgencyMalta>

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In addition, the service specific turnaround time (this is the time taken to process an application), eligibility criteria and application requirements as described in Section 10 of this document shall apply.

## 6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

### A. Our offices

- Malta  
Victim Support Agency 52,  
Old Theatre Street, Valletta

- Gozo  
Local Council, Visitation Street Għarb  
FSWS, Soil Street, Xewkija  
(both by appointment)

### B. Opening Hours

- Malta  
07:00 – 15:00
- Gozo  
On appointment basis

### C. By telephone

- Malta and Gozo on 116 006  
available 24 hours a day 7 days a week

### D. Through e-mail

[vsasupport@gov.mt](mailto:vsasupport@gov.mt)

### E. On our website

<https://victimsupportagency.com/>

## 7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly.
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of multidisciplinary professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English.
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

## 8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our service to you. We guarantee your anonymity, and your feedback will help us to improve our services.

If you believe that we have made an error and/or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

Victim Support Agency

- In person: Victim Support Agency, 52, Old Theatre Street, Valletta
- By phone: 116 006
- By post: Victim Support Agency, 52, Old Theatre Street, Valletta
- By email: [complaints.vsa@gov.mt](mailto:complaints.vsa@gov.mt)
- Rate the Public Service - Downloadable through maltapps directory or web-based on <https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>

When making a complaint you should:

- Quote your ID card number;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the Customer Care Unit and send you an acknowledgement within 1 working day; 6

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application for service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but in any case, by not later than
  - 5 working days from receipt of the complaint and all requested relevant information;
  - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaint and all requested relevant information;
- Inform you in writing, about the outcome of our investigation into your complaint by no later than 2 working days from the conclusion of the investigation.

Following closure of your complaint we commit ourselves to take any remedial action where applicable; and planned corrective action to avoid repetition where necessary so that you will not encounter the same, or similar, experience.

#### QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on [qualityofservice-opm@gov.mt](mailto:qualityofservice-opm@gov.mt).

## 9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of service standards relative to the services provided will be monitored and measured. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



# APPENDIX 1

## 10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Eligibility	Compliance requirements	Application Options	Service Delivery Timeline
<p>116 006 National Contact Point for Victims of Crime</p> <p>All individuals who have been victims of crime may request support, guidance, and information regarding their rights, available services, and the justice process.</p> <p>The Agency offers services on two fronts; legal and emotional support.</p>	<ul style="list-style-type: none"> <li>Any individual who has experienced or been affected by a criminal act.</li> <li>Relatives or representatives of victims seeking support on their behalf.</li> </ul>	<p>Supporting documents required: Nil</p> <p>URL: <a href="https://victimsupportagency.com">https://victimsupportagency.com</a></p>	<p>Medium through which application may be submitted:</p> <ul style="list-style-type: none"> <li>Via telephone Helpline 116 006 (available 24/7).</li> <li>In person at the Victim Support Agency office Valletta.</li> <li>Through Outreach Services from Police Victim Support Unit.</li> </ul>	<ul style="list-style-type: none"> <li>Response to initial contact: Immediate (via helpline) or within 1 working day (for in-person requests).</li> <li>Provision of Emotional Support, and referrals: appointment date set within 15 working from date of request.</li> <li>Provision of legal support, and referrals: replies to requests will be provided within 5 working days from date of request.</li> <li>Follow-up services: Based on the needs of the victim.</li> </ul>

<p>Domestic Violence Prevention Form</p> <p>Individuals who are in an intimate relationship and wish to verify if their partner has a history of domestic violence under the provisions of the new law on the prevention of domestic violence.</p> <p>The Information provided by the Agency will be limited to convictions for domestic violence (excluding allegations or pending court cases).</p>	<ul style="list-style-type: none"> <li>• The applicant must be in an intimate relationship with the person they are requesting information about.</li> </ul>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> <li>• Identification document of the applicant.</li> <li>• Proof of relationship (if required under the verification criteria).</li> </ul> <p>URL:  <a href="https://victimsupportagency.com">https://victimsupportagency.com</a></p>	<p>Medium through which application may be submitted:</p> <ul style="list-style-type: none"> <li>• Online through the Victim Support Agency website.</li> <li>• In person at the Victim Support Agency in, Valletta.</li> <li>• Through the Police assigned at VSA.</li> </ul>	<ul style="list-style-type: none"> <li>• Verification of applicant's eligibility: As per the criteria established by law. Verifications are carried out within 7 days from submission.</li> <li>• Processing of request and response: Within 7 days from submission.</li> <li>• If necessary, issuance of a risk warning notice: Provided by the Police within the Agency, along with an explanation of potential risks. Within 7 days from submission.</li> <li>• Provision of support services: Guidance and information on available services will be offered by professionals at the Victim Support Agency.</li> </ul>
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<p>Court Accompaniment Service</p> <p>Victims of crime who require emotional and procedural support when attending court sessions.</p>	<ul style="list-style-type: none"> <li>• Clients engaged with the Victim Support Agency (VSA).</li> <li>• Case officers determine the need for accompaniment based on the psychological impact attending court may have on the client.</li> <li>• Clients experiencing discomfort, anxiety, or fear regarding court proceedings will be offered support and accompaniment by a VSA case officer.</li> </ul> <p>(Note: Clients who express confidence in attending court alone will have their choice respected.)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> <li>• Internal assessment by the case officer to determine the necessity of accompaniment.</li> <li>• Consent from the client for court accompaniment services.</li> </ul>	<p>Medium through which application may be submitted:</p> <ul style="list-style-type: none"> <li>• Through the assigned VSA case officer handling the client's case.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment of need for court accompaniment: As determined by the case officer.</li> <li>• Accompaniment to court sessions: Arranged based on the client's court schedule and the availability of the case officer.</li> <li>• First-time accompaniment to external entities: Available when necessary to support the client's transition to other services.</li> <li>• Ongoing monitoring of client adjustment to services: As required, based on the collaboration between professionals and the client.</li> </ul>
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<p>Legal Assistance for the Recovery of Property Seized During Proceedings</p> <p>Individuals seeking legal assistance to recover property that has been seized during legal proceedings.</p>	<ul style="list-style-type: none"> <li>Individuals whose property has been seized as part of legal proceedings.</li> </ul> <p>(Note: The request must be in line with Regulation 4(h)(vi), of the Victim Support (Establishment) Order (S.L. 595.37), which provides for assistance in the recovery of seized property.)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> <li>Proof of ownership or legal entitlement to the seized property.</li> <li>Relevant court or police documentation confirming the seizure of the property.</li> <li>Any additional documents requested by the Legal Unit to support the case.</li> </ul>	<p>Medium through which application may be submitted:</p> <ul style="list-style-type: none"> <li>Through referral to VSA Legal Unit</li> </ul>	<ul style="list-style-type: none"> <li>Initial consultation and review of case: Within one session.</li> <li>Legal assessment and guidance on the recovery process: An appointment is held with the service user to explain the procedure and identify the required documents for further processing based on the availability of the service user and the case officer.</li> <li>Liaison with relevant authorities for property recovery: Timelines depend on legal and administrative procedures.</li> <li>Follow-up and client support throughout the process: As required.</li> </ul>
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<p>Legal Assistance for Filing Complaints with the Police</p> <p>Victims of crime who require legal assistance and guidance to file a complaint with the police.</p>	<ul style="list-style-type: none"> <li>Individuals who have experienced a crime and require support in understanding their rights and the legal process.</li> <li>Cases where the Victim Support Agency (VSA) deems it necessary to provide assistance in filing a complaint with the police</li> </ul> <p>(Note: Assistance is provided under Regulation 4(g) of the Victim Support (Establishment) Order (S.L. 595.37), which mandates the Agency to inform victims of their rights and, where required, assist in filing complaints.)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> <li>Any evidence or documentation related to the incident (if available).</li> <li>Identification document of the service user.</li> </ul>	<p>Medium through which application may be submitted:</p> <ul style="list-style-type: none"> <li>Through referral to VSA Legal Unit</li> </ul>	<ul style="list-style-type: none"> <li>Initial consultation and review of the case: Within one or two sessions.</li> <li>Legal guidance on the complaint process: Provided during consultation sessions.</li> <li>Assistance with filing the police complaint: Based on the urgency and complexity of the case.</li> <li>Ongoing legal support and follow-up: As required based on case progress.</li> </ul>
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