

Quality Service Charter

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Department responsible for updating this document: Gender Based Domestic Violence Unit within the Malta Police Force

**Gender Based Domestic Violence Unit
within the Malta Police Force:**
San Kalċedonju Square, Floriana



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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

To provide a professional and trusted policing service to ensure safety and security in partnership with the community, with a focus on victims of domestic violence.

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. GENDER BASED DOMESTIC VIOLENCE VICTIMS

These victims are individuals who have experienced or witnessed domestic violence, as defined by the Gender-Based and Domestic Violence Act, Chapter 581 Laws of Malta. which encompasses various forms of abuse, including verbal, physical, sexual, psychological, or economic violence, resulting in physical or moral harm. These include victims whose perpetrator is the current or former spouse, co-habitant, household member, relative by blood or affinity, individual in informal relationships or dating, and those with shared children.

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.

Communication	Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.
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. In some cases, due to the nature of request, this timeframe may be exceeded for reasons beyond the Unit's control, dependent on other bodies and entities.
Request for service	Kindly refer to Appendix 1 for the list of services.
Phone Calls	Shall be answered within 3 rings on working days.
Acknowledgements	1 working day from receipt of the request for information or application for service. This may be omitted if a service or follow-up query is provided/made within the same timeframe.
Appointments	This is a walk-in service offered in the two hubs, and therefore no appointment is required. The Unit adopts a triage system to determine the urgency of cases.
Queueing 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 depends on the prioritisation of cases, depending on the triage system.
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: pulizija.gov.mt

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.

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

A. Our Offices

- **Malta**

Police General Headquarters
San Kalċedonju Square, Floriana

Sta Luċija Domestic Violence Hub
Dawret it-Torri, Sta Luċija

Imtarfa Domestic Violence Hub
Triq ir-Regimentu Maltin, L-Imtarfa

- **Gozo**

Victoria Police Station
133 Triq ir-Repubblika, Rabat

C. By Telephone

- **Malta**

2294 2717 / 2294 2777

Police General Headquarters

2294 3231 / 2294 3232 / 2294 3233

St Luċija Hub

2294 3631 – 2294 3634 / 2294 3632

Imtarfa Hub

116 066 – **Victim Support Unit**

- **Gozo**

2156 2040 / 2294 4200 / 2294 3014

B. Opening Hours

- **Malta**

24 hours a day, 7 days a week

- **Gozo**

24 hours a day, 7 days a week

D. Email

gbdv.police@gov.mt

E. On our website

<https://pulizija.gov.mt>

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;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of 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:

Gender Based Domestic Violence Unit

Personally: Police Victim Support / Victim Support Agency, 52, Old Theatre Street, Valletta;
Professional Standard Unit, Malta Police Department, Pjazza San Kalcidonju,
Floriana

Or by rating the service using the QR Code, which is found on all premises from where the service is offered.

By Phone: +356 2294 2670 / +356 2568 9700 / 116 066

By Post: Police Victim Support/Victim Support Agency, 52, Old Theatre Street Valletta,
Professional Standard Unit, Malta Police Department, Pjazza San Kalcidonju,
Floriana

By Email: victimsupport.police@gov.mt, professionalstandards.police@gov.mt

Online: <https://pulizija.gov.mt/opres/home.asp> or
<https://policerreport.gov.mt/opres/declaration.asp?rtyp=4>

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 any reference number that you may have been given in relation to the transaction that you are complaining about;
- 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 **Victim Support Unit** and send you an acknowledgement within 1 working day;
- Gather information and feedback on the reported problem/case and conclude this as speedily as possible but by not later than:
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaints and all requested relevant information.
- Inform you in writing about the outcome of our investigation into our complaints by not 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

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 process 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	Application Options	Service Delivery Timeline
<p>To protect and provide the necessary assistance to safeguard victims of Domestic Violence</p> <p>Refer to the Domestic Violence victims handbook https://pulizija.gov.mt/wp-content/uploads/2026/01/Handbook-For-Victims-Of-Domestic-Abuse-ENG.pdf</p>	<p>Domestic Violence victims defined by the Gender-Based and Domestic Violence Act, Chapter 581 Laws of Malta</p> <ul style="list-style-type: none"> • If relationship with the perpetrator falls under any of the following categories: • Current or former spouses, civil union partners or cohabitants; • Persons living in the same household or had lived with the offender within a period of three years preceding the offence; • Persons whose marriage has been dissolved or declared null; • Ascendants or descendants; • Other adults sharing the same household; • Persons in an informal relationship, who are or were dating; • Persons who are or have been formally or informally engaged with a view to getting married or enter into a civil union; • Persons who are related to each other by consanguinity (blood ties) or affinity up to the third degree inclusively; • Persons having or having had a child in common. 	<p>Walk-in at:</p> <ul style="list-style-type: none"> • Sta Lucija Domestic Violence hub; • Imtarfa Domestic Violence hub; or • Any other district police station <p>Note: <i>Victims who reach out at the district police stations are accompanied to the Sta Lucia Domestic Hub or the Imtarfa Domestic Violence Hub</i></p>	<p>Victims are prioritised as per a triage system.</p> <p>Report of the abuse is logged instantly and the necessary actions are taken immediately (e.g. provide medical assistance, summon perpetrator etc.)</p>