

Quality Service Charter

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Department responsible for updating this document: Community Policing Team

Community Policing Team

Police General Head Quarters
St Calcedonius 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; and

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 trusting policing service to ensure safety and security in partnership with the community.

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. COMMUNITY POLICING TEAM CUSTOMERS

Customers of the Community Policing Team include individual members of the public, local communities, businesses, schools, vulnerable persons, and community stakeholders such as local councils, NGOs, and faith or cultural groups. The service focuses on meeting the safety, reassurance, and support needs of these groups through proactive engagement, crime prevention initiatives, partnership working, and accessible policing at community level.

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.
Request for service	Kindly refer to Appendix 1 for list of services.
Phone Calls	Shall be answered within 3 rings on working days. Should the officer on duty be unable to reply, the call will be returned within 1 working hour.
Acknowledgements	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 with the same timeframe.
Appointments	Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your appointment, you should not expect waiting time. We will respect the time allotted to you. If you arrive late, we reserve the right to reschedule your appointment.
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 will be of approximately 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://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:

A. Our Offices

Malta

- Floriana Community Police Hub
St Anne's, Floriana.
- Santa Venera Community Police Hub
St Joseph High Road, St Venera.
- Marsa Police Station
Balbi Street, Marsa.
- Fgura Community Police Hub
Redent Gauci Square, Fgura.
- Santa Lucija Community Police Hub,
Dawret it-Torri, Santa Lucija.
- Isla Community Police Hub,
Triq il-Vitorja, Senglea.
- Ta' Xbiex Community Police Hub
Highrise Apts, Block A,
Triq l-Imradd, Ta'Xbiex.
- Sliema Police Station
110, Manuel Dimech Street
Sliema.
- Swieqi Community Police Hub
Triq il-Keffa, Swieqi.
- Mdina Community Police Hub,
St Publius Square, Mdina.

B. Email

- Floriana: cpt.floriana@gov.mt
- Valletta: cpt.valletta@gov.mt
- St Venera: cpt.santavenera@gov.mt
- Hamrun: cpt.hamrun@gov.mt
- Pieta: cpt.pieta@gov.mt
- Marsa: cpt.marsa@gov.mt
- Paola: cpt.paola@gov.mt
- Luqa: cpt.luqa@gov.mt
- Tarxien: cpt.tarxien@gov.mt
- Birgu: cpt.birgu@gov.mt
- Isla: cpt.isla@gov.mt
- Bormla: cpt.bormla@gov.mt
- Kalkara: cpt.kalkara@gov.mt
- Ta' Xbiex: cpt.taxbiex@gov.mt
- Sliema: cpt.sliema@gov.mt
- Msida: cpt.msida@gov.mt
- Gżira: cpt.gzira@gov.mt
- Swieqi: cpt.swieqi@gov.mt
- St. Julian's: cpt.sangiljan@gov.mt
- Pembroke: cpt.pembroke@gov.mt
- San Gwann: cpt.sangwann@gov.mt
- Mdina: cpt.mdina@gov.mt
- Mtarfa: cpt.mtarfa@gov.mt
- Dingli: cpt.dingli@gov.mt
- Rabat: cpt.rabat@gov.mt
- Zabbar: cpt.zabbar@gov.mt
- Xghajra: cpt.xghajra@gov.mt

- Mtarfa Community Police Hub
Triq ir-Regimentali Maltin, Mtarfa.
- Zabbar Police Station
Main Street, Haż-Żabbar.
- Marsascula Community Police Hub,
Triq is-Salini, Marsascula.
- Kunsill Lokali Żejtun,
St Angelo Street, Żejtun
- Marsaxlokk Community Police Hub,
Triq Xatt is-Sajjieda, Marsaxlokk.
- Qrendi Community Police Hub,
Church Street, Qrendi.
- Qormi Police Station,
Main Street, Hal-Qormi.
- Żebbug Community Police Hub,
Main Street, Żebbug.
- Birkirkara Police station,
118, Main Street, Birkirkara.
- Qawra Police Station
Tourist Street, San Pawl il-Bahar.
- Mellieha Community Police Hub
Misrah iz-Zjara tal-Papa, Mellieha.

Gozo

- Marsalforn Community Police Hub,
Triq il-Wied, Marsalforn
- Ghajnsielem Community Police Hub,
J. F de Chambray Street, Ghajnsielem.

- M'Scala: cpt.marsaskala@gov.mt
- Żejtun: cpt.zejtun@gov.mt
- Ghaxaq: cpt.ghaxaq@gov.mt
- Gudja: cpt.gudja@gov.mt
- M'Xlokk: cpt.marsaxlokk@gov.mt
- B'buġa: cpt.birzebbuga@gov.mt
- Qrendi: cpt.qrendi@gov.mt
- Safi: cpt.safi@gov.mt
- Kirkop: cpt.kirkop@gov.mt
- Mqabba: cpt.mqabba@gov.mt
- Żurrieq: cpt.zurrieq@gov.mt
- Qormi: cpt.qormi@gov.mt
- Żebbug: cpt.zebbug@gov.mt
- Siġġiewi: cpt.siggiewi@gov.mt
- Balzan: cpt.balzan@gov.mt
- B'kara: cpt.birkirkara@gov.mt
- Naxxar: cpt.naxxar@gov.mt
- Iklin: cpt.iklin@gov.mt
- Lija: cpt.lija@gov.mt
- Attard: cpt.attard@gov.mt
- Gharghur: cpt.gharghur@gov.mt
- Mosta: cpt.mosta@gov.mt
- Mgarr: cpt.mgarr@gov.mt
- Mellieha: cpt.mellieha@gov.mt
- St Paul's Bay: cpt.sanpawilbahar@gov.mt

C. Opening Hours (Malta and Gozo)

1 October – 31 March 07.30-2130
1 April – 30 September 07.30-23.30

D. Telephone

+356 2122 4001

Refer to

<https://pulizija.gov.mt/en/?s=community+police+team> to access directly CPT officers in different localities

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:

Community Policing Team

Personally: Community Policing Team, Professional Standards Unit, Police GHQ, St Calcedonius Square, Floriana.

By Phone: +356 2122 4001

By Post: Community Policing Team, Police GHQ, St Calcedonius Square, Floriana.

By Email: professionalstandards.police@gov.mt

Rate the Public Service, downloadable through maltapps directory or web-based on <https://qualityofservice.gov.mt/en/pages/rtps>

When making a complaint you should:

- Quote any report 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 **Professional Standards Unit** and send you an acknowledgement within 1 working day;
- Provide you with a unique report number so that you can check the status of your complaints at any time.

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

- Carry out an investigation on the 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 parties) 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. The outcome may also be communicated through a meeting should the person making the complaint request it.

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.

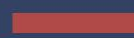
9. COMMITMENT TO CONTINUOUS IMPROVEMENT

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	Compliance Requirements	Application Options	Service Delivery Timeline
Community Support Service Provide support to the community with relevant information and guidance	General public	none	Service requests may be carried out through one of the following channels: - By Phone or WhatsApp messages; - Through Facebook messages; - By email Contact details of each locality can be found in the following link: https://pulizija.gov.mt/en/?s=community+police+team - Walk in at the various hubs listed in Section 5 above. - During street patrolling Note: <i>CPT officers may not always be available at their offices</i>	The service delivery timeline as follows: - Requests by WhatsApp are replied to within 2 working days. - Requests via Facebook messages are replied to within 2 working hours. - Requests via phone is provided instantly. If the officer is unable to answer the phone, a call back is carried out within 1 working hour from receiving the call. - Requests via email are replied to within 3 working days. - Requests carried out by walk-ins or through a physical encounter are addressed on the spot, given the officer has the requested information at hand.

Community Management Address reports concerning illegal parking, disturbances within neighbourhoods, antisocial behaviour, breaches of regulations, and other issues that negatively impact the community.	General Public	none	As above	As above
Communication and outreach services Organisation of meetings, showcases, community initiatives, and other collaborations with entities and organisations	Local Councils, Parish Churches and any other organisations which operate within the community	none	This service is generally initiated by the various Community Policing Team. Indeed, the CPT carries out outreach sessions every month with the Local Council, whereas showcases are organised on a periodic basis across different localities. However, should an entity request an outreach session and or a showcase, this can be done either via: Telephone on: +356 2122 4001; or Email: pulizija@gov.mt	Requests are addressed within 3 working days

Malta Police Community Cohesion events. Organisation of events and meetings amongst established foreign communities to foster cohesion within the Maltese communities.	General Public and foreign community organisations/ groups	None	Service requests may be carried out through one of the following channels: Via WhatsApp messages or telephone on: +356 7956 0647 +356 7956 0648 +356 7946 9071 Via Email on cohesion.cpt@gov.mt Via Facebook on https://www.facebook.com/p/Malta-Police-Community-Cohesion-Team-61551509428906/	The service delivery timeline as follows: - Requests by WhatsApp are replied to within 2 working days. - Requests via Facebook messages are replied to within 2 working hours. - Requests via phone are provided instantly. If the officer is unable to answer the phone, a call back is carried out within 1 working hour of receiving the call. - Requests via email are replied to within 3 working days.
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