

Quality Service Charter

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European Union Programmes Agency (EUPA)

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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

The mission of the EUPA is to promote, implement and manage the Erasmus+ Programme and European Solidarity Corps at national level with sound and efficient management of EU funds for the successful implementation of the Programmes in terms of quality and impact.

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. EUPA CUSTOMERS

The customers for the services governed by this charter are:

- Citizens, Employers, students, and youth workers.
- Schools, higher education institutions, and *Vocational Education and Training* (VET) providers.
- Voluntary organisations and Local Councils.
- Public and Private entities and NGOs engaged in education, training, youth and solidarity.

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.
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://fondi.eu/eupa/>

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**
EUPA, The OAKS Business Centre,
Block B, Level 3, Farsons Street,
Hamrun, HMR 1325

B. Opening Hours

- **Malta**
Monday to Friday
08:30 – 15:00

C. By Telephone

2555 2330

D. Email

eupa@gov.mt

E. On our website

<https://fondi.eu/contact-us/>

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:

European Union Programmes Agency (EUPA)

Personally: EUPA, The OAKS Business Centre, Block B, Level 3, Farsons Street, Hamrun, Malta HMR 1325

By Phone: 2555 2330

By Post: EUPA, The OAKS Business Centre, Block B, Level 3, Farsons Street, Hamrun, Malta HMR 1325

By Email: eupa@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 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 **National Coordinator** and send you an acknowledgement within 1 working day;

- Provide you with a unique reference 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
 - 15 working days (in cases where a more indepth analysis needs to be carried out 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 IMPORVEMENT

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
Information and guidance on Erasmus+ and European Solidarity Corps programmes.	Citizens, organisations, educators, youth workers, and public and private entities eligible under Erasmus+ or ESC.	None.	Email: eupa@gov.mt ; Telephone: +356 25552330; Website: https://fondi.eu/eupa/ ; enquiry, or appointment.	Initial reply within 3 working days.
Registration and validation of organisations (OID).	Organisations intending to participate in Erasmus+ or ESC.	Compliance with EU eligibility rules available on https://erasmus-plus.ec.europa.eu/erasmus-programme-guide and correct registration details.	Online EU systems https://webgate.ec.europa.eu/app-forms/af-ui-opportunities/#/erasmus-plus support via EUPA (using the above contact details).	Feedback or support within 5 working days.
Support during the application phase (Calls for Proposals).	Eligible applicants under Erasmus+ and ESC calls.	Compliance with Programme Guide and sector conditions.	Email eupa@gov.mt , information sessions, webinars, bilateral meetings and appointments.	Continuous support during the open call period by the Communications Department. Contact details: Email: eupa@gov.mt ; Telephone: +356 25552330 , Website https://fondi.eu/eupa/
Reception and formal check of grant applications.	Applicants submitting Erasmus+ or ESC proposals.	Submission via EU portals https://webgate.ec.europa.eu/app-forms/af-ui-opportunities/#/erasmus-plus within deadline.	Online via EU portals.	According to EU-defined programme calendar available on: https://eur-lex.europa.eu/eli/C/2025/6080/oj .

Evaluation of grant applications.	Eligible applications.	Assessment according to EU award criteria; confidentiality rules.	Not applicable.	According to EU-defined programme calendar available on https://eur-lex.europa.eu/eli/C/2025/6080/oj
Notification of selection results.	Applicants to Erasmus+ and ESC calls.	Final validation by EUPA and/or the European Commission.	Email eupa@gov.mt and EU portals	According to timelines set in the Call or Programme Guide https://eur-lex.europa.eu/eli/C/2025/6080/oj
Grant Agreement preparation and signature.	Successful applicants.	Fulfilment of contractual, legal and financial requirements.	EU portals; electronic signature.	Within 30 days from the selection result notification.
Project implementation support and monitoring.	Beneficiaries with signed Grant Agreements.	Compliance with Grant Agreement and Programme rules.	Email eupa@gov.mt , meetings, monitoring visits.	Continuous throughout project lifecycle.
Processing of interim and final reports.	Grant beneficiaries.	Submission of complete and accurate reports via EU systems.	Online via EU portals https://erasmus-plus.ec.europa.eu/projects/manage-my-projects	Confirmation within 5 working days.
Payments (pre-financing, interim, final).	Eligible grant beneficiaries.	Fulfilment of reporting, financial and contractual conditions.	Bank transfer.	Confirmation within 5 working days.
Amendments to Grant Agreements.	Grant beneficiaries.	Justified request compliant with Programme rules.	Written request via EU portals.	According to Grant Agreement and EU timelines.

Handling of complaints and appeals.	Applicants and beneficiaries.	Submission online with relevant supporting information.	Online through the change request form available on https://fondi.eu/erasmusplus/guidance-from-submission-to-implementation/post-application-stage/	Assessment within 10–20 working days, depending on complexity.
Stakeholder consultations and events.	Education, training, youth and solidarity stakeholders.	Event-specific participation requirements.	Invitation and registration forms.	As per invitation event timelines.
Data protection and access requests (GDPR).	Data subjects under GDPR.	Valid request under applicable data protection legislation.	Email or written request.	Response within 30 calendar days.