



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

Our mission is to manage, implement and coordinate the National Youth Policy and to promote and safeguard the interests of young people. Aġenzija Żgħażaġħ provides young people with the time and space to make friends, learn in new ways using the nonformal education approach and develop their talents through our services and our extensive empowerment programme.

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. AĠENZIJA ŻĠHAŻAĠH CUSTOMERS

Our main customers are young people between 13 and 30 residing in Malta and Gozo who are in need of our youth work services.

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, and 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 10 to 15 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 social media:

Website: <https://youth.gov.mt>

Instagram: [agenzija.zghazagh](#)

Facebook: [Agenzija Zghazagh; agenzijazghazaghgozoyouthservice; youth.inc.agenzijazghazagh](#)

Payment Methods

Payments can be made by cheque payable to Agenzija Zghazagh or by bank transfer using the following details:

Accountname: AGENZIJA ZGHAZAGH

Account number: 011-150554-001

Bankname: HSBC Bank Malta PLC

BIC: MMEBMTMT

IBAN: MT76MMEB44118000000011150554001

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**
St Joseph High Road
St Venera SVR 1013
- **Gozo**
Level 1, Ċentru Santa Apollonia
Triq l-Imġarr
Għajnsielem GSM 9018

B. Opening Hours

- **Malta**
Winter: 08:00-15:00 (Monday-Friday)
Summer: 07:30-12:30 (Monday-Friday)
- **Gozo**
Winter: 08:00-15:00 (Monday only)
Summer: 07:30-12:30 (Monday only)

C. By Telephone

+356 2258 6700

D. Email

agenzija.zghazagh@gov.mt

E. On our website

<https://youth.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:

Aġenzija Żgħażaġh

Personally: Aġenzija Żgħażaġh, St Joseph High Road St Venera SVR 1013
By Phone: +356 2258 6700
By Post: Attn: Head of Corporate Services, Aġenzija Żgħażaġh, St Joseph High Road, St Venera SVR 1013
By Email: agenzia.zghazagh@gov.mt

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

Servizz.gov

- Online: by accessing the Servizz.gov site and clicking on the 'Information Request' here:- <https://www.servizz.gov.mt/en/InformationRequest>
- By Phone: **153**

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 **Customer Care** 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
 - 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 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
BOOST Financial support is provided to youth voluntary organisations to enhance the quality of their work with young people	Organisations have to: • Provide a service to young people who are between 13 and 30 years of age. • Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary Organisations and compliant with the Commissioner for Voluntary Organisations as of the date of application as per LN. 372 of 2012. • Be registered members of Aġenzija Żgħażaġħ. • Submit only one e-application per centre through which the Voluntary Organisation operates. • Submit projects which are to be implemented between 23rd February and 3rd July. • Submit all information required at the point of e-application. • Have an active bank account registered under the organisation's name.	Completed application form. Additional documentation: • Organigram of the organisation. • General three-year plan of proposed youth programme. • Detailed time-plan for the first year of the grant. • Plan of how the organisation will conduct the self-assessment plan. • Breakdown of planned expenditure.	Applications are found on our website and are open every three years in October. Applications are closed after one month. Information and application can be found online: https://youth.gov.mt/schemes	On applying for funding, an instant notification will be sent to the applicant to acknowledge receipt. The applicant will receive the result within 19 working days.

Invest Operational grant to support the operations of youth organisations to further strengthen and develop the services they provide to young people.	Organisations have to: • Hold regular non-formal education activities (at least once a month) with a group of young people that are between 13 and 30 years of age, as part of the organisation's youth programme. • Have been working with young people for at least three consecutive years before submitting this application. • Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary Organisations and be compliant with the Commissioner for Voluntary Organisations as of the date of application as per LN.372 of 2012. • Be registered members of Aġenzija Żgħażaġħ. Submit only one e-application per centre through which the Voluntary Organisation operates. • Submit proposals to be implemented between 15th January and 31st October of the following two consecutive years. • Use the e-application provided and upload the documentation requested at the point of e-application. • Have an active bank account registered under the organisation's name.	Completed application form. Additional documentation: • Organigram of the organisation. • General three-year plan of proposed youth programme. • Detailed time-plan for the first year of the grant. • Plan of how the organisation will conduct the self-assessment plan. • Breakdown of planned expenditure.	Applications are found on our website and are open every three years in October. Applications are closed after one month. Information and application can be found online: https://youth.gov.mt/schemes	On applying for funding, an instant notification will be sent to the applicant to acknowledge receipt. The applicant will receive the result within 19 working days.
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Musical tuition for young people in band clubs. Financial support to band clubs to give music tuition to young people	Band clubs which • Provide a service to young people that are between 13 and 30 years of age. • Be officially registered as a Voluntary Organisation with the Commissioner for Voluntary Organisations and compliant with the Commissioner for Voluntary Organisations as at date of application as per L.N. 372 of 2012. • Be active members of Malta Band Clubs Association. • Submit only one e-application per centre through which the Voluntary Organisation operates. • Submitted projects are to be implemented between 23rd February and 30th September of the year the project is awarded in. • Submit all information required at the point of e-application. • Have an active bank account registered under the organisation's name.	Completed application form.	Applications are found online in the VO Funding Portal and are open in January. Applications are closed once the funds are exhausted or one week after they open. Information can be found online: https://youth.gov.mt/schemes	On applying for funding, an instant notification will be sent to the applicant to acknowledge receipt. The applicant will receive the result within 19 working days.
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Youth Organisation Registration The registration will give the voluntary organisation access to training, networking, financial support and information sharing.	Youth organisations working with and for young people.	Completed application form.	Information and application can be found online:- https://youth.gov.mt/services-2	3 working days to review the application received and set an interview within two working days, subject to the availability of the organisation applying to be registered. The registration of the organisation will be confirmed 1 working day after its interview date.
Youth.Inc The Youth.Inc is an annual programme, which commences in October and ends in June. The programme is accredited at MQF Level 3 and is based on applied learning to help young people improve their standard of education and gain more knowledge, values and skills of real working life and to enter the labour market or gain qualifications to continue in further education and/or training.	Young people aged 16-21 years who have completed full-time compulsory education and are neither in post-secondary education nor in employment.	Completed application form.	Applications are open in January. Information and application can be found online. https://youth.gov.mt/youth-inc	All eligible applicants are called for individual and group assessments to evaluate the suitability of the applicant for the programme. This process is ongoing due to the nature of the programme and its cohort, subject to other secondary recruitment processes.

The European Youth Card (EYCA Cards) Promotes mobility and entitles young people to discounts in commercial and cultural establishments in different countries.	Europeanyoungpeopleaged13–30years.	For all applications: Completed application form.	Information and application can be found online https://youth.gov.mt/eyca	3 working days from receipt of application.
Youth Cafes at Msida and Paola, and Youth Hubs at Higher Education Institutions	For Youth Cafes Young people from 13 – 20 For Youth Hubs Young people attending higher secondary institutions	None	None as these are drop-in centres.	Immediate
Life Skills Lab	For Youth Cafes Young people from 13 – 17	None	None as these are drop-in centres.	Immediate
Youth Activity Centres at Dingli and Marsaxlokk	Youth Organisations	Money deposit once booking is confirmed by email.	Youth Activity Centres can be made use of by sending an email on reservations.agenzijaazghazagh@gov.mt with the date the youth organisation would like to avail itself of the premises. More information is available on https://youth.gov.mt/services-2	3 days from receipt of email.