

Karin Grech Rehabilitation Hospital

WHO WE ARE

At Karin Grech Rehabilitation Hospital, our Customer Care team provides compassionate, respectful, and responsive service to all patients, families, and visitors. We serve as a vital link between the hospital and those we care for, ensuring that every experience is met with understanding and support. Whether addressing inquiries, resolving concerns, or guiding individuals through their healthcare journey, we strive to uphold the hospital's commitment to dignity, empathy, and excellence. Our team works collaboratively with medical and administrative staff to enhance communication, promote patient satisfaction, and continuously improve the quality of care. At the heart of our role is a deep commitment to listening, helping, and making a meaningful difference in the lives of those we serve.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link: <https://karingrechhospital.gov.mt/en/the-hospital/our-mission>
- The template is complementary to the Patient Charter, which may be accessed on this link: [Patients Charter EN.pdf](#)

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 5 - 10 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- Contact us as per details shown here: <https://karingrechhospital.gov.mt/en/contact/>
- Through servizz.gov by calling 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3-5 working days.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 1 working day from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

HOW TO CONTACT US

- Karin Grech Hospital, Customer Care, Gwardamangia Hill, Pieta PTA 1312, Malta
- Monday to Friday: 07:00-14:30 Weekends, & Public Holidays: Closed
- <https://karingrechhospital.gov.mt/en/contact/>
- Contact us: customercare.rhkg@gov.mt -+356 2344 1111