

# Animal Welfare Directorate

## WHO WE ARE

The Animal Welfare Directorate's main activity is to protect the welfare of stray and domesticated animals, prevent cruelty and ensure the safety and psychological wellness of animals. The Directorate is responsible to respond to public reports for assistance to injured/sick stray animals through a 24/7 animal ambulance service and to carry out inspections to monitor compliance with animal welfare legislation. processing the registration of kennel clubs, pet groomers, pet sitters, and private collections of dangerous animals. The licensing of pet shops, pet boarding establishments, zoos, and the use of animals for scientific purposes also fall under the Animal Welfare Directorate's regulatory remit.

## 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 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- The list of schemes, applications and services offered can be found in the following link <https://ahwd.gov.mt/en/animal-welfare-directorate/awd-about/>

## WHAT TO EXPECT WHEN YOU CONTACT US

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 service for persons with disability. Waiting time will be approximately 15 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: or [animalwelfare.mafa@gov.mt](mailto:animalwelfare.mafa@gov.mt)
- Through Servizz.gov by calling on Freephone 153 Ext 17, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 to 7 working days

### When you contact us by letter or email

We will send an acknowledgement 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 5 working days from the date of the request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

## HOW TO CONTACT US

- Animal Welfare Directorate, Luqa Road, Qormi QRM 9072, Malta
- Monday to Friday 08:00 – 13:00
- Monday to Sunday: 10:00–14:00 for Adoptions <https://adoptapet.gov.mt>
- <https://ahwd.gov.mt/en/contacts>
- Animal Welfare Helpline through Freephone: 153 Ext 17; [animalwelfare.mafa@gov.mt](mailto:animalwelfare.mafa@gov.mt)
- Through Social Media:

