public service

Gozo Veterinary Serivces

WHO WE ARE

The Gozo Veterinary Services' mission is principally a regulatory one, where all necessary official controls are carried out on live farm animals and/or products of animal origin as requested by the National and European legal framework. Veterinary officials ensure that both the health and welfare of farm animals are properly maintained from the farm to the slaughter line. This means that they will ensure that all products of animal origin are safe for consumption by the final consumer, keeping high standards of public health.

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://gozo.gov.mt/services/*

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 contact us by letter or email

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

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 - 20 minutes under normal circumstances.

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 2 working days from the date of the request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

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: *ruralgozo@gov.mt*
- Through servizz.gov by calling on 153, or online by clicking on *Information Request*

Your confidentiality will be guaranteed. Expect our feedback within 2 working days

HOW TO CONTACT US

- Gozo Veterinary Services, First Floor, Civil Abattoir Street, Xewkija, Gozo
- Monday to Friday: 08:00-12:00; Weekends, & Public Holidays: Closed
- *https://gozo.gov.mt/public-bodies/rural-gozo-directorate/*
- Contact us: *ruralgozo@gov.mt* -+356 2215 6776