public service

Quality Service Charter

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Malta Council for the Voluntary Sector
181, Melita Street,
Valletta

Malta Council for the VOLUNTARY SECTOR

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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

To support the development of a more effective and efficient voluntary and community sector in Malta and Gozo through the delivery of a range of support and capacity building services including information, advice and training.

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. MALTA COUNCIL FOR VOLUNTARY SECTOR CUSTOMERS

Voluntary Organisations (VOs) enrolled with the Commissioner for VOs, and individuals who wish to form a VO, or find a VO in which to contribute financially or would like to support the VOs as a volunteer.

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 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: **Website**:www.vofunding.org.mt; www.volunteers.mt

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**
  - 181, Melita Street, Valletta,
  - 21, St Bartholomew Street, Rabat
  - Jake Vella Volunteer Centre, Paola Hill, Paola
  - **By Appointment only:**
  - 63, Herba Street, Birkirkara
- **Gozo**
  Il-Madonna tar-Rummiena Street, Xewkija

B. Opening Hours

- **Malta**
  Valletta / Rabat / Paola
  Monday – Friday
  08:00-16:00
  08:00-13:00 (Summer)
- **Gozo**
  Monday – Friday
  08:00-16:00
  08:00-13:00 (Summer)

C. By Telephone

- **Malta**
  Valletta: +356 2248 1110
  Rabat: + 356 2248 1160
  Paola: +356 2248 1121
- **Gozo:** +356 2215 5780

D. Email

mcvs.miv@gov.mt
funding@maltacvs.org
volunteer@maltacvs.org

E. On our website

www.maltacvs.org

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:

Malta Council for the Voluntary Sector

Personally:	181, Melita Street, Valletta / 21 St Bartolomew Street, Rabat, Malta
By Phone:	+356 2248 1110
By Post:	181, Melita Street, Valletta / 21 St Bartolomew Street, Rabat, Malta
By Email:	mcvs.miv@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 your ID card number;
- 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; and
- Refer your case to the **Customer Care** and send you an acknowledgement within 1 working day.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for infromation 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
One-to-one support to operating voluntary organisations (VOs) in the areas of capacity building, organisation management and fund acquisition.	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	No documents required	This service may be accessed: • **In person**: at all MCVS Offices listed in this QSC • **By phone**:+356 2248 1110 (*refer to* https://maltacvs.org/contact/ *for specific extension numbers)* • **By email**: mcvs.miv@gov.mt *(refer to* https://maltacvs.org/contact/ *for specific email addresses)*	On the day (in person) On the day (by phone) Two (2) working days (by email)
One-to-one support to individuals intending to open a new voluntary organisation	General Public, individual 16 years+	No documents required	This service may be accessed: • **In person**: at all MCVS Offices listed in this QSC • **By phone**: +356 2248 1160/61/62/63 • **By email**: volunteers@maltacvs.org (*refer to* https://maltacvs.org/contact/ *for specific email addresses)*	On the day (in person) On the day (by phone) Two (2) working days (by email)
One-to-one information on the Malta Council for the Voluntary Sector and local funds earmarked for voluntary organisations.	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	No documents required	This service may be accessed: • **In person**: at all MCVS Offices listed in this QSC • **By phone**: +356 2248 1110 https://maltacvs.org/contact/ for specific extension numbers) • **By email**: mcvs.miv@gov.mt(refer to https://maltacvs.org/contact/ for specific email addresses)	On the day (in person) On the day (by phone) Two (2) working days (by email)

Application for access to funds under the Voluntary Organisations Projects Scheme (VOPS)	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	Supporting documents required: • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Duly filled in online application	Online: www.vofunding.org.mt Application remains open for six (6) weeks	• Publication of results – 8 weeks from closing of applications • Signing of agreement between MCVS and beneficiary Voluntary Organisation - February of the next calendar year • Disbursement of funds - Twenty (20) working days from signing of the grant agreement.
Application for access to funds under the Small Initiatives Support Scheme (SIS)	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	Supporting documents required: • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Duly filled in online application	Online: www.vofunding.org.mt Application remains open for six (6) weeks	• Publication of results – 8 weeks from closing of applications • Signing of agreement between MCVS and beneficiary Voluntary Organisation - February of the next calendar year • Disbursement of funds - Twenty (20) working days from signing of the grant agreement.
Application for access to funds under the Civil Society Fund (CSF)	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	Supporting documents required: • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Original documents as required by the application. • Duly filled in online application.	Online: www.vofunding.org.mt Application remains open for six (6) weeks	• Publication of results – 8 weeks from closing of applications • Disbursement of funds – four weeks since the publication of results
Application for access to funds under the NGO Co-Financing Fund (NCF)	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	Supporting documents required: • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Copy of Grant Agreement of EU Funded Project • Duly filled in online application	Online: www.vofunding.org.mt Application closes on full take-up of allocated budget within the fund. Online:https://volunteers.mt/voluntary-organisations/local-volunteers/	• Publication of results – 4 weeks from closing of applications • Signing of Agreement between MCVS and voluntary organisation – within eight (8) weeks from publication of results • Timelines for disbursement of funds are tentative due to factors beyond the control of the MCVS.

Application for the Voluntary Organisation to become hosts of local volunteers	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	Supporting documents required: • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Duly filled in online application	Online: www.volunteers.mt https://volunteers.mt/voluntary-organisations/local-volunteers/ Application is open all year.	• Publication of Results – one (1) week *Results are published on the webpage* https://volunteers.mt/volunteer/voluntary-service/#opportunities
Application to enrol as a volunteer in the Youth Voluntary Overseas Programme (YVO)	Persons aged 18 to 30 years	Supporting documents required: • Duly filled in online application	Online:https://volunteers.mt/voluntary-organisations/overseas-volunteers/ The application is open all year until full take-up of the budget Application online www.volunteers.mt https://volunteers.mt/volunteer/voluntiera-malta/	• Issuance of host contract to applicant - within two (2) weeks • Signing of agreement between MCVS and the beneficiary youth - within one (1) week since the issuance of the Letter of Commitment
Application to enrol as a volunteer in Voluntiera Malta	The general public who is older than 16 years	No supporting documents required	Online: www.volunteers.mt https://volunteers.mt/volunteer/voluntiera-malta/ The application is open all year	• Verification of applicant – within one (1) week. • Meeting with applicant – within one (1) week from receipt of application subject to applicant's availability. • Enrollment of volunteers - within one (1) week.
Support voluntary organisations by providing space to meet.	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO) eligibility criteria: A request for *force majeure* must be made within 15 working days of the applicant being in a position to do so.	No documents required (information requested in the online booking system)	Online application on https://maltacvs.org/resources/volunteer-centres/	Availability of office space is confirmed within one (1) working day.
Capacity Building Sessions	VOs enrolled with OCVO	No need to be compliant with the OCVO.	Fill in the online form (different Google Forms for every Training)	Online application Form is open 3 weeks before the training starts

ProAct	VOs enrolled with OCVO	No need to be compliant with the OCVO	Online – www.volunteers.mt. Application always open	**For VOs:** If a service provider is available, within 3 working days, there will be contact with VO to set up a meeting. If the service provider is not available, MCVS still contact the VO within 3 working days to inform them that the MCVS will be searching for a service provider. **For Service Providers:** Once an application is received, the service provider who is offering hours of service on a voluntary basis will receive an automated acknowledgement. The MCVS will be in contact once the pledged services are matched with a request from a VO.
Application for access to funds under the Training Initiative Scheme (TIS)	VOs enrolled with OCVO	Compliant with OCVO.	Online – www.vofunding.org.mt. Application remains open for 4 weeks	Publication of results - maximum 8 weeks from closing of application. Reimbursements are sent once training is done and all documents have been submitted to MCVS .