



CUSTOMER SERVICE CHARTER

Customer Service Charter

Like most customer oriented entities, we know that our success lies in delivering excellent service to our customer. Our customer service charter sets out our commitment to provide our customer, with the service one can expect.

Who we are and what do we do?

The Malta Council for the Voluntary Sector is an autonomous entity supported by Government and established by law to provide on-going guidance and advice to Voluntary Organisations (VOs); support, develop and promote the interests and work of all voluntary organisations in Malta & Gozo; and to meet the ever-increasing needs of the voluntary sector in the areas of funding support and capacity building. Our entity has the needs of the VO Sector at the forefront of everything we do. We provide quality, consistent information, support, advice, and assistance to help you be competitive, innovate and create a skilled volunteer base within our community.

Who are our clients?

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.

Our Customer Service Principles

Responsiveness

- We will respond promptly to your enquiries through our phone, email, and web service.
- We aim to respond to phone enquiries and emails within one working day - and mail correspondence within 5 working days.
- We aim to give feedback on reports related to funding schemes within 15 working days of receipt.
- We aim to issue initial payments on funding schemes within 30 working days of the signing of an agreement.
- We aim to issue interim or final payments in relation to funding schemes within 30 working days when the beneficiary is informed that the report was deemed satisfactory and complete.
- We will provide accurate and updated information when it is requested. Such information shall be provided within 5 working days.

Our service

- We give one-to-one support to operating voluntary organisations in the areas of capacity building, organisation management and fund acquisition.
- We provided one-to-one support to individuals intending to open a new voluntary organisation providing technical support including a custom made Statute.
- We provide online and one-to-one information on local funds earmarked for voluntary organisation in a timely manner.
- We support voluntary organisations by disseminating their events via our systems.

Quality service

- We aim to understand your issues because of their extensive experience with the VO Sector.
- We aim to tailor our response to your needs.
- We aim to provide links and referral to other government information relevant to your operational needs.
- We aim to support you with excellent service standard if you receive services from a third party on our behalf.

Confidentiality

- We have systems in place to ensure that we protect your confidential information.
- We handle all your information in accordance with the *Data Protection Act (CAP 440)*.

Transparency

- We are open and transparent about our processes.
- All our programme information, including guidelines, applications, and results, are published on our website.
- We aim to provide consistent and clear information across our communication channels.
- Our staff must disclose conflicts of interest.
- We will give you access to your personal information if you request it.

Professionalism

- Our business proceedings with you and your VO will be conducted with integrity and honesty.
- Our people will focus on helping you find solutions to your organisation's needs.
- Every customer is treated equally.
- Our people will be accountable in their dealings with you.

If you use our web services, you can expect:

- ☹️ To contact us when and where it is convenient for you - with social media and click to chat support for your added convenience.
- ☹️ The website to be easy to use, with intuitive navigations and customised content so you can quickly find what you need.
- ☹️ That you can access our information using any device, any time through our responsive websites and mobile applications.
- ☹️ That if you sign up to receive our information via mass mailing, to always have the option to unsubscribe.

If you call 22481110 or any direct line you can expect:

- ☹️ Our staff to be experienced and knowledgeable.
- ☹️ To be able to contact our offices between 8am-1.00pm Summertime and 8.00 a.m. to 4.00 p.m. wintertime on Monday, Wednesday, and Friday; and 8.00 a.m. to 1.00 p.m. on Tuesday and Thursday.

If you deal with us face-to-face you can expect:

- ☹️ We will always give you the latest and full information in relation to the specific support or funding line required.
- ☹️ We will always state to you the criteria against which we will assess your eligibility and merit for assistance.
- ☹️ We will tell you how long our assessment processes may take and where relevant, inform you of our payment processes.
- ☹️ We will inform you of your obligations.

To allow us to help, we expect you will:

- ☹️ Give us information that is timely, accurate and complete.
- ☹️ Take the time to understand your obligations and aim to fulfill them.
- ☹️ Provide us with honest, constructive feedback on our service.
- ☹️ Contact us if you believe we have made an error or acted inappropriately and wish to make a complaint.

Public Service Values

In our dealings with you we will be professional and understanding. We commit to you that our staff individually and collectively upholds the Public Service Values to be:

- ☹️ Impartial.
- ☹️ Committed to Service.
- ☹️ Accountable.
- ☹️ Respectful.
- ☹️ Ethical.

Feedback – compliments, complaints, suggestions

- ☛ Feedback includes compliments, complaints, suggestions or any information about our program delivery, services, or performance.
- ☛ You can provide feedback using our email mcvs.mivc@gov.mt or by calling us on 22481110.
- ☛ Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.
- ☛ All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential, and responsive manner, free from repercussion or prejudice.
- ☛ Clearly explaining the issue and what you think should be done to fix it will assist us. Please include copies of any relevant documents. At the conclusion of a formal complaint, you will receive our decision in writing.
- ☛ If you are still not satisfied, you may ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines.
- ☛ If you remain dissatisfied, the Ombudsman investigates complaints about the administrative actions of Government departments and agencies.
- ☛ As a general rule, the Ombudsman will not, and in some cases cannot, investigate complaints until they have been raised directly with the agency involved.
- ☛ Making a complaint will not affect your relationship with us.

Updated: 27th January 2023