
Quality Service Charter

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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.

Item	Standard
Communication	<p>Specific, straight forward and free of jargon or technical terms. All information will be provided in both Maltese and English.</p> <p>Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.</p>
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 within the same timeframe.
Appointments	<p>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.</p> <p>If you arrive late, we reserve the right to reschedule your appointment.</p>
Queuing 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	<p>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:</p> <p>www.maltacvs.org; www.vofunding.org.mt; www.volunteers.mt</p>

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,
63, Triq Herba, Birkirkara
21, Triq Bartolomew, Rabat
- **Gozo**
Gozo VO Centre at 'Il-Madonna
tar-Rummiena' Street, Xewkija

B. Opening Hours

- **Malta:**
Valletta: Monday to Friday -
8.00 a.m. – 4.00 p.m.
(Summer 8.00 a.m. – 1.00 p.m.)

Rabat: Tuesday –
9.00 a.m. – 6.00 p.m.
(Summer 9.00 a.m. – 2.00 p.m.),
by appointment

Birkirkara: Friday – 8.00 a.m. – 4.00 p.m.
(Summer 8.00 a.m. – 1.00 p.m.), by
appointment
- **Gozo:**
Monday to Friday - 8.00 a.m. – 4.00 p.m.
(Summer 8.00 a.m. – 1.00 p.m.)

C. By telephone

- **Valletta Malta** on 22481110
- **Rabat Malta** on 21451739
- **Birkirkara** on 21223190
- **Gozo** on 22155780,
during the above hours

D. Through e-mail

mcvs.miv@gov.mt

E. On our website

www.maltacvs.org

F. Mobile Apps:

N/A

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.
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of multidisciplinary 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:

Funding and Volunteer Support Sections

- In person: at 181 Melita Street Valletta
- By phone: 22481110
- By post: 181, Melita Street, Valletta, VLT 1129
- By email: mcvs.miv@gov.mt
- Rate the Public Service - Downloadable through maltapps directory or web-based on <https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>

servizz.gov

- Online: by accessing the servizz.gov site and clicking on 'File a Complaint' here: <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- 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;
- Refer your case to the Customer Care Unit 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 information or application for service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but in any case, by not later than
 - 5 working days from receipt of the complaint and all requested relevant information;
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaint and all requested relevant information;
- Inform you in writing, about the outcome of our investigation into your complaint by no 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 IMPROVEMENT

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 processes 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	<p>This service may be accessed:</p> <ul style="list-style-type: none"> In person: at all MCVS Offices listed in this QSC By phone: 22481110 <i>(refer to https://maltacvs.org/contact/ for specific extension numbers)</i> By email: mcvs.miv@gov.mt <i>(refer to https://maltacvs.org/contact/ for specific email addresses)</i> 	<p>On the day (in person)</p> <p>On the day (by phone)</p> <p>Two (2) working days (by email)</p>
One-to-one support to individuals intending to open a new voluntary organisation providing technical support including a custom made Statute.	General Public, individual 16 years+	No documents required	<p>This service may be accessed:</p> <ul style="list-style-type: none"> In person: at all MCVS Offices listed in this QSC By phone: 22481130/31/34/35 By email: volunteers@maltacvs.org <p><i>(refer to https://maltacvs.org/contact/ for specific email addresses)</i></p>	<p>On the day (in person)</p> <p>On the day (by phone)</p> <p>Two (2) working days (by email)</p>

<p>One-to-one information on the Malta Council for the Voluntary Sector and local funds earmarked for voluntary organisation.</p>	<p>VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)</p>	<p>No documents required</p>	<p>This service may be accessed:</p> <ul style="list-style-type: none"> In person: at all MCVS Offices listed in this QSC By phone: 22481110 https://maltacvs.org/contact/ <i>for specific extension numbers</i>) By email: mcvs.miv@gov.mt <i>(refer to https://maltacvs.org/contact/ for specific email addresses)</i> 	<p>On the day (in person)</p> <p>On the day (by phone)</p> <p>Two (2) working days (by email)</p>
<p>Application for access to funds under the Voluntary Organisations Projects Scheme (VOPS)</p>	<p>VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) Duly filled in online application 	<p>Online: www.vofunding.org.mt</p> <p>Application remains open for six (6) weeks</p>	<ul style="list-style-type: none"> 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.
<p>Application for access to funds under the Small Initiatives Support Scheme (SIS)</p>	<p>VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) Duly filled in online application 	<p>Online: www.vofunding.org.mt</p> <p>Application remains open for six (6) weeks</p>	<ul style="list-style-type: none"> 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

<p>Application for access to funds under the Civil Society Fund (CSF)</p>	<p>VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Original documents as required by application. • Duly filled in online application 	<p>Online: www.vofunding.org.mt</p> <p>Application remains open for six (6) weeks</p>	<ul style="list-style-type: none"> • Publication of results – 8 weeks from closing of applications • Disbursement of funds – four weeks since the publication of results
<p>Application for access to funds under the NGO Co-Financing Fund</p>	<p>VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Copy of Grant Agreement of EU Funded Project • Duly filled in online application 	<p>Online: www.vofunding.org.mt</p> <p>Application closes on full take-up of allocated budget within the fund.</p> <p>Online: https://volunteers.mt/voluntary-organisations/local-volunteers/</p>	<ul style="list-style-type: none"> • 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 • Disbursement of funds – upon presentation of undertaking of respective EU Funded Project.

<p>Application for the Voluntary Organisation to become hosts under the Youth Voluntary Service</p> <p><i>Note: A similar application and process is adopted for Voluntary Organisations who want to hosts youth volunteers from overseas</i></p>	<p>VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Duly filled in online application 	<p>Application is open all year.</p>	<ul style="list-style-type: none"> • Issuance of Letter of Commitment to applicant - within two (2) weeks <p>Signing of agreement between MCVS and the Voluntary Organisation - within one (1) week since the issuance of the Letter of Commitment</p>
<p>Application for the Voluntary Organisation to become hosts of local volunteers</p>	<p>VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> • Compliance Certificate with the Commissioner for Voluntary Organisations (OCVO) • Duly filled in online application 	<p>Online: www.volunteers.mt https://volunteers.mt/voluntary-organisations/local-volunteers/</p> <p>Application is open all year.</p>	<ul style="list-style-type: none"> • Publication of Results – one (1) week <p><i>Results are published on the webpage https://volunteers.mt/volunteer/voluntary-service/#opportunities</i></p>
<p>Application to enroll as a volunteer in the Youth Voluntary Service</p>	<p>Young persons aged 16 to 30 years</p>	<p>Supporting documents required:</p> <ul style="list-style-type: none"> • Duly filled in online application 	<p>Online: https://volunteers.mt/volunteer/youth-voluntary-service/</p> <p>Application is open all year until full take up of budget</p>	<ul style="list-style-type: none"> • Issuance of Letter of Commitment 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 enroll as a volunteer in the Youth Voluntary Service – Overseas Programme	Young persons aged 18 to 30 years	Supporting documents required: <ul style="list-style-type: none"> • Duly filled in online application 	Online: https://volunteers.mt/voluntary-organisations/overseas-volunteers/ Application is open all year until full take up of budget	<ul style="list-style-type: none"> • Issuance of Letter of Commitment 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 enroll 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/ Application is open all year	<ul style="list-style-type: none"> • Verification of applicant – within one (1) week • Meeting with applicant – within one (1) week • Enrollment of volunteer – within one (1) week
Support voluntary organisations by providing space to meet.	VOs enrolled with the Commissioner for Voluntary Organisations (OCVO)	No documents required (information requested in the on-line booking system)	Online application on https://maltacvs.org/resources/volunteer-centres/	Availability of office space is confirmed within one (1) working day.

