

## WHO WE ARE

Aġenzija Sapport is Malta's National Agency that offers and provides services, support and guidance to persons with disabilities, their support networks, and their communities. The Agency's cause is to assist persons with disabilities to achieve social equitability and to serve as a catalyst agent in the implementation of the articles of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). Its goal is to collaborate with persons with disabilities to develop accessible services and resources that enable and empower them to fully exercise their rights and freedoms, overcome societal challenges, and reach equity in society.

## 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://sapport.gov.mt/>

## 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 visit our Offices

Our offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 to 30 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: <https://sapport.gov.mt/about/>
- Through Servizz.gov by calling on 153, online on Submit a Complaint

Your confidentiality will be guaranteed. Expect our feedback within 5 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 2 working days, with the appointment date being set within 30 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

## HOW TO CONTACT US

- Aġenzija Sapport, Patri Gwann Azzopardi Street, Sta Venera SVR 1614, Malta
- Aġenzija Sapport, Gozo Office, Għajnsielem Learning Hub, Imġarr Road, Għajnsielem, Gozo
- Monday to Friday: 08:00-16:00; Saturday, Sunday, and Public Holidays: Closed
- <https://sapport.gov.mt/>
- For ease of contact with services and departments, direct contact methods are available on the website.
- Servizz.gov Helpline: Freephone: 153 (Ext 05)
- <https://sapport.gov.mt/contact-us/>
- Through social media:

