



QUALITY SERVICE CHARTER

Kunsill Lokali iz-Zurrieq
Ċentru tal-Komunita' Joe Cassar
Triq Pietru Pawl Saydon
Iz-Zurrieq

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1.Purpose

The service we provide are governed by a Quality Service Charter that serves to inform our citizens and residents of the level of service that they should expect to receive. This reflects our commitment, to deliver a service of excellence by embracing the below principals:

VOICE: We listen to the residents' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service for them. We consider the ideas received from our residents and strengthen the scheme of ideas forwarded by our employees.

DESIGN: We develop policies and processes which reach the levels expected by our residents.

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 and what we do

Our Mission

Iz-Zurrieq Local Council aims to provide the public with up-to-date, comprehensive, and meaningful information on local policies, services, and activities, as well as on matters of public interest.

The above incorporates also:

- a. The provision for the upkeep and maintenance of, or improvements in any street or footpath*
- b. The provision for the collection and removal of all refuse from any public or private place, for the maintenance of all public conveniences, dustbins, and other receptacles and to ensure that these are all accessible to all persons*
- c. The provision for the upkeep and maintenance of playgrounds, public gardens, and sport, cultural or other leisure centres*
- d. The provision and maintenance of proper road signs and road markings, proposing and consulting by any competent authority prior to the competent authority makes any changes in traffic schemes directly affecting the locality*
- e. Making recommendations to any competent authority in relation to any planning or building scheme and to be full participant in any decision on the naming and renaming of streets.*
- f. Assist citizens by providing information relating to their rights in what concerns transport communications, touristic facilities, taxation, social security, public health and other matters of public utility and interest*

3. Guiding Principles

RELIABILITY: Information provided by us can be relied upon and is guaranteed to be accurate at the time it was given. You have the right to request that any information given by us be confirmed in writing.

RESPONSIVENESS: We aim to respect the Once-Only Principle by providing a service which is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that the customer is supported throughout to receive the service required.

COMPETENCE: Our staff has the necessary skills to deliver services to you knowledgeably, courteously, and impartially.

ACCESS: Our services are easily accessible through convenient opening hours, effective telephone service, and personalised expedient online services. Our public offices are physically accessible to persons with disabilities,

COURTESY: We ensure that our services are offered in a respectful and polite manner, with full consideration for the customer's property.

COMMUNICATION: We aim to keep the residents informed in a language which is free from technical terminology, by listening to them, and explaining the service itself including any fees, if and where applicable.

CREDIBILITY: We ensure that our decisions are based on procedures and pre-defined criteria which shall be clearly explained to you. Our staff are bound to act in an ethical manner.

SECURITY: Care is taken to ensure that our offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information that you provide will only be used for the purpose that it was collected for and processed in line with the relevant legislation. Our offices offer a clean and safe environment where our services can be sought

UNDERSTANDING/KNOWING THE CUSTOMER: Our processes are designed to understand and support the needs of the residents and create the minimum inconvenience possible to residents, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

4. Customers /Residents and Service Commitment

Our residents come from all sectors of society and would generally need assistance, information, or referral for various types of customer-oriented services. 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 by competent bodies of the premises.*

REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/SOCIAL MEDIA/TRADITIONAL MAIL: *A final reply within 3 working days.*

REQUEST FOR SERVICE: *3 working days from receipt of complete application.*

PHONE CALLS: *Shall be answered within 4 rings on working days.*

APPOINTMENTS: *Replies to requests for appointments will be provided within 4 working days. When attending your meeting you should expect no 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 on your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 15 minutes under normal circumstances.*

ONLINE INFORMATION: *The information on our communication channels will be kept up to date. If you have access to internet, you can find relevant information on our website: <https://zurrieq.web.ifg.mt> or our Face Book Page iz-Zurrieq Local Council*

PAYMENT METHODS: *Cash/cheque/epos*

5. 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 to make sure that you receive a definite reply. Our assistance may be sought through any of the following channels at the specified time:

<i>Our Office:</i>	<i>Ċentru tal-Komunita Joe Cassar Triq Pietru Pawl Saydon Iz-Zurrieq</i>
<i>Opening Hours:</i>	<i>Monday to Friday 07:15 – 14:15 Saturdays 08:00 – 11:00</i>
<i>By telephone:</i>	<i>21689111 / 21642974 /21642975</i>
<i>By email:</i>	<i>zurrieq.lc@gov.mt</i>
<i>On our website:</i>	<i>https://zurrieq.web.ifg.mt</i>
<i>On our Face Book page:</i>	<i>Iz-Zurrieq Local Council</i>

6. Our 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 in 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.*
- 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.

7. Feedback, complaints, and Improvement

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:

- *In person: Ċentru tal-Komunita' Joe Cassar Triq Pietru Pawl Saydon iz-Zurrieq*
- *By phone: 21689111 / 21642974 / 21642975*
- *By post: Ċentru tal-Komunita' Joe Cassar Triq Pietru Pawl Saydon iz-Zurrieq*
- *By email: zurrieq.lc@gov.mt*
- *Face Book Page: Iz-Zurrieq Local Council*

When making a complaint you should:

- *Quote any reference number that you may have been given in relation to the transaction that you are complaining about.*
- *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 Section*
- *Provide you with a unique reference number so that you can check the status of your complaint at any time.*

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 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.