

OUR COMMITMENT TO QUALITY



THE MCCAA IS COMMITTED TO DELIVER QUALITY SERVICES REACHING STANDARDS DEFINED BY THE:

- Voice and understanding of the customer;
- Design and implementation of policies and services that meet customer expectations;
- Delivery of timely, high-standard and easily accessible services; and
- Accountability supported by regular and independent reviews of our systems against internationally recognised standards.

ALL OUR ACTIONS ARE GUIDED BY:

- Reliability of information
- Responsiveness
- Competence of our employees
- Ease of access to our services
- Courteous approach
- Ease of communication
- Credible procedures and pre-defined criteria
- Security of personal information
- Understanding / Knowing the customer
- Clean, convenient and safe premises

OUR SERVICE COMMITMENT IS TO:

- Be specific, straightforward and free of jargon or technical terms when communicating with you. Correspondence sent to us in Maltese will be answered in Maltese, whilst all other correspondence will be answered in English;
- Ensure that publicly accessible areas in our premises have complete access for all abilities and that regular safety assessments of our premises are performed;
- Strive to provide a reply for requests for information as soon as possible;
- Deliver services in line with the specified timeframes;
- Answer your phone call in a timely manner;
- Acknowledge receipt of your application for service within 1 working day;
- Schedule appointments with our customer-facing officers within 6 working days from the date of your request;
- Attend to visiting customers as soon as possible, whilst ensuring that the time of appointments is respected; and
- Keep information on our online channels up to date.

YOUR PRIVACY MATTERS...

We take your privacy very seriously and are committed to protecting your personal information. We will manage and store all data in line with your data protection rights.

HELP US IMPROVE...

If we have not met your expectations, you may message us in confidence using the Contact Us form on our website or call us on +356 23952200.