

# Office of the Commissioner for Voluntary Organisations (OCVO)



## WHO WE ARE

Recognising the importance of voluntary organisations as a main pillar within society and the economy, the ultimate mission of the Commissioner's office is to enable this socio-economic pillar of our country so they can deliver social, civil, and community benefits. As the main regulatory body of the sector, the Commissioner's office encourages and enforces the governance of the voluntary organisations and their activities to strengthen and protect the function of voluntarism directed towards the achievement of the ultimate greater and common good

## 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://cvo.gov.mt/>

## WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answering 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 of approximately 15 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 or on [complaints.cvo@gov.mt](mailto:complaints.cvo@gov.mt)
- Through Servizz.gov by calling on 153, online on Submit a Complaint

Your confidentiality will be guaranteed. Except our feedback within 2 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3\* working days from the date of request.

\* Appointment dates may be set later than 3 working days from the date of request when preparatory work needs to be performed by OCVO before the meeting.

## HOW TO CONTACT US

- OCVO, Sajjan Lane, National Road, Hamrun, Malta
- Monday to Friday: 08:00-14:30; Saturday, Sunday, and Public Holidays: Closed
- Malta: +356 2388 4500
- <https://cvo.gov.mt/>
- Contact us: [vo@gov.mt](mailto:vo@gov.mt)
- Through Social Media:

