

Aġenzija tal-Għajnuna Legali Malta

MIN AĦNA

Għajnuna Legali Malta giet imwaqqfa bl-Avviż Legali 414 tal-2014. Il-funzjoni tal-aġenzija hija li tagħti support operazzjonali u amministrattiv lis-servizzi tal-għajnuna legali. Avviż Legali 64 tal-2016, Ordni tal-2016 dwar Proċeduri tal-Aġenzija tal-Għajnuna Legali, jistabillixxi il-proċedura li għandha tiġi addottata mill-Aġenzija għall-applikazzjonijiet tal-għajnuna legali. L-Avviż Legali 64 tal-2016, jagħti wkoll gwida dwar il-funzjoni u x-xogħol amministrattiv tal-ħaddiema fl-Aġenzija. Għajnuna Legali Malta hija komposta mill-manigment anzjan tal-Aġenzija li tidderiġi lill-avukati w prokuraturi legali għall-għajnuna legali, li ġew magħżulha wara sejha pubblika w appuntati mill-Ministru tal-Ġustizzja, w uffiċjali publiċi li jaħdmu fl-aġenzija.

L-artikolu 911 (6) tal-Kapitolu 12 tal-Liġijiet ta' Malta jiddefinixxi l-kliem 'Avukat tal-Għajnuna Legali' bħala dik il-persuna li taqdi l-kariga ta' avukat, uffiċjal jew uffiċjal pubbliku li l-funzjoni tiegħu/tagħha tappartjeni lill-avukat għall-għajnuna legali jew jaqdi l-funzjoni fl-amministrazzjoni tal-benefiċju tal-għajnuna legali.

L-IMPENN TAGĦNA LEJN IL-KLIJENTI

Livell ta' servizz li wieħed jistenna meta jikkuntattja jew iżur l-Uffiċċji tagħna:

- o Aħna se nittrattaw b'rispett u b'mod professjonali.
- o Aħna niggarantixxu l-kunfidenzjalità fuq kwalunkwe skambju ta' informazzjoni.
- o L-istandards tas-servizzi tagħna huma konformi mad-Direttiva 4-2, Standards għas-Servizz ta' Eċċellenza offrut mill-Amministrazzjoni Pubblika lill-Pubbliku u l-Impjegati Pubbliċi.
- o Il-lista tas-servizzi offruti tinsab fil-ħolqa li ġejja: <https://legalaidmalta.gov.mt/MT/node>

X'GĦANDEK TISTENNA META TIKKUNTATTJANA

Nipprovdu informazzjoni speċifika, ċara, u ħielsa minn lingwaġġ tekniku. L-informazzjoni kollha tingħata kemm bil-Malti kif ukoll bl-Ingliż. Aħna nimpenjaw ruħna li nwieġbu l-mistoqsija tiegħek fi żmien jum 1 tax-xogħol, jew skont il-perjodi ta' żmien stipulati fid-Direttiva 4-2.

Meta tikkuntattjana bit-telefon

Nimpenjaw ruħna li nwieġbu mat-3 darba li jdoqq it-telefon, b'mod ċar u b'għarfien. L-uffiċjali ser jidentifikaw ruħhom u jittrattaw b'korteżija u rispett.

Meta żżur l-Uffiċċji tagħna

L-uffiċċji tagħna joffru ambjent nadif u sigur, u se niżguraw li s-servizzi tagħna jkunu aċċessibbli għal persuni b'diżabilità. Il-ħin ta' stennija se jkun ta' madwar 20-30 minuta f'ċirkustanzi normali.

RESPONSABBILTAJIET TAL-KLIJENT

Il-klijenti huma mistennija li: Jipprovdu informazzjoni kompluta u korretta. Jittrattaw il-ħaddiema b'korteżija u rispett. Iżommu mal-ħinijiet u l-appuntamenti allokat meta applikabbli.

AĦNA NIVVALUTAW IL-FEEDBACK TIEGHEK

Jekk tixtieq tissottometti feedback, suġġerimenti, jew ilmenti gentilment:

- o Ikkuntattjana skont id-dettalji murija hawn: <https://legalaidmalta.gov.mt/MT/contact-us>
- o Permezz tas-servizz.gov billi ċċempel fuq 153, jew online fuq *Issottometti ilment*

Il-kunfidenzjalità tiegħek tkun garantita. Tirċievi l-feedback tagħna fi żmien 5 ijiem tax-xogħol.

Meta tikkuntattjana permezz ta' ittra jew email

Se nibagħtu konferma fi żmien 1 jum tax-xogħol minn meta nirċievu l-ittra jew l-email tiegħek.

Appuntamenti

Twegibiet għal talbiet għal appuntamenti jiġu provduti fi żmien 1 jum tax-xogħol, bid-data tal-appuntament tkun fi żmien 15-il jum tax-xogħol mid-data tat-talba. Madankollu, appuntamenti jistgħu jiddependu minn listi ta' stennija tad-Dipartiment u talbiet urġenti li jistgħu jingħataw prijorità.

KIF TIKKUNTATTJANA

- o Aġenzija tal-Għajnuna Legal Malta, 188-189, Triq il-Forn l-Antik, Il-Belt Valletta VLT 1455, Malta
- o Mit-Tnejn sal-Ġimgħa Sajf: 08:30-12:30; Xitwa: 08:30-14:00 Sibtijiet, Hdud u Festi Pubbliċi : Magħluqa
- o <https://legalaidmalta.gov.mt/MT/node>; <https://legalaidmalta.gov.mt/MT/lams/login>
- o Sabiex jiġi ffaċilitat il-kuntatt mal-uffiċċju: info.legalaidmalta@gov.mt - +356 2247 1500

Legal Aid Malta Agency

WHO WE ARE

Legal Aid Malta Agency was established by Legal Notice 414 of 2014. The function of the Agency is to give operational and administrative support to the legal aid services. Legal Notice 64 of 2016, Legal Aid Agency (Procedures) Order 2016, lays down the procedure to be adopted by the Agency for legal aid applications.

The vision of Legal Aid Malta ensures that all people in society have access to a justice system that defends their rights and assures their voice before the law. The mission of Legal Aid Malta is to ensure that all people eligible to legal aid services are professionally and legally represented in a broad spectrum of litigations and defence to safeguard their rights in a democratic 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://legalaidmalta.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 20 - 30 minutes under normal circumstances.

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 15 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

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://legalaidmalta.gov.mt/contact-us>
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 5 working days

HOW TO CONTACT US

- Legal Aid Malta Agency, 188-189, Old Bakery Street, Valletta VLT 1455, Malta
- Monday to Friday Winter: 08:30-14:00; Summer: 08:30 – 12:30 Weekends, & Public Holidays: Closed
- <https://legalaidmalta.gov.mt> <https://legalaidmalta.gov.mt/lams/login>
- Contact us: info.legalaidmalta@gov.mt - +356 2247 1500