

Department of Social Security

WHO WE ARE

The Department of Social Security administers legislation that provides benefits through contributory and non-contributory schemes, covering all eligible individuals. Its main role is to support vulnerable groups such as low-income earners, the elderly, the sick, and the unemployed by ensuring they receive essential financial assistance. While we remain true to our principles and values, we must keep up with the times in the way we serve and operate. We know that times change and that our evolution must be substantial and continuous, to serve future generations efficiently and compassionately.

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://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications>

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 contact us by letter or email

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

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. For face-to-face service, customers may visit any Servizz.gov hub as listed in <https://www.servizz.gov.mt/en/Pages/Servizz/Locations/default.aspx>

Appointments

Appointment services are not offered.

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://socialsecurity.gov.mt/en/feedback-and-complaints>
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 10 working days

HOW TO CONTACT US

- Department for Social Security, 38, Ordinance Street Valletta, Malta
- Opening Hours: Regional Hubs
- <https://socialsecurity.gov.mt>
- Contact us: <https://socialsecurity.gov.mt/en/contact-us> - +356 153 (ext. 11)
- Through Social Media:

