

Purpose

This guideline aims to provide an overview on how MITA receives and handles queries and complaints made with the Agency. It describes what qualifies a complaint and portrays the process required to file a complaint and how it is managed are resolved. This document ensures that MITA clients and the public receive attentive and effective response to queries made or when dissatisfied.

Statement

The Malta Information Technology Agency (MITA), as the central driver of Government's ICT policy, programmes and initiatives in Malta, seeks to maintain its reputation by delivering quality services and a professional attitude with clients, suppliers, management and employees. As an Agency, we are committed to provide excellent customer care through our services and products, while maintaining our responsiveness to the needs and concerns of our clients.

What is a Query?

You may have queries on MITA operations, services and initiatives. When you do, you may wish to contact us on the email address: customercare.mita@gov.mt. Make sure your email is classified as a 'Query' in the email subject/our website form to help us be more efficient when addressing your query. All queries are treated with due concern and their resolution may take up to five (5) working days.

What is a complaint?

A complaint is defined as an expression of dissatisfaction made by the client to the Agency, related to its products or services or the complaints-handling process itself. Any person or organisation (the complainant) who is dissatisfied with a product or service provided by MITA, for any reason, may contact us to complain. MITA shall acknowledge each complaint made shortly. Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.

How is a formal complaint made?

To log a complaint, you may choose one of the following options:

1. By completing a feedback form on our website <https://mita.gov.mt/en/Pages/Contact-Us.aspx>

By emailing us on customercare.mita@gov.mt

What information is required when making a complaint?

Details of a complaint must be recorded in a clear and detailed manner. Complaint details must include:

- ✓ Your name, ID card number, and contact detail, position and entity (where applicable)
- ✓ The nature of the complaint details (including when the issue giving rise to the complaint occurred)
- ✓ Copies of any documentation supporting the complaint (to be forwarded by email).

Acknowledgement and response to your complaint

We are committed to acknowledging receipt of your complaint within two (2) business days. Once a complaint has been received, we will undertake an initial review of your complaint. We will endeavour to resolve your complaint within five (5) working days of receiving the complaint. However, this may not always be possible on all instances. Where we are unable to resolve your complaint within the specified time, we will inform you of the reason for the delay and agree with you a revised completion date. Once we have reviewed your complaint, we will provide you with a formal response.

Recording of Complaints

If you log a complaint, we will record the information you provided solely for addressing your complaint. Your personal details will actively be protected from disclosure. As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action will be taken to mitigate any identified issues.

Your rights during the complaint process

You have the right to enquire on the status of your complaint by contacting Customer Care for clarification during the handling of your complaint. If you are dissatisfied with response provided, or service given you have the right to ask for reconsideration on the following email address: customercare.mita@gov.mt.

Improving our service through your complaint

Complaints will be analysed by the Complaints Officer on a quarterly basis for the identification of systemic or recurring problems. If such problems are identified, the Agency will consider what actions it may need to take to address these concerns. The complaints handling process will be reviewed periodically, with the aim of enhancing its delivery of efficient and effective outcomes. The Agency will consider what actions it may need to take to address any deficiencies identified in the review.