

Commission on Gender-Based Violence and Domestic Violence

WHO WE ARE

Set up under Article 3 of the Domestic Violence Act (Chapter 481) on March 1, 2006. The Legislation was repealed and re-introduced as Chapter 581 in May 2018 when the remit of the Commission to include gender-based violence and domestic violence. The functions of the Commission on Gender-Based Violence and Domestic Violence include advising the Minister and any State institution on all related issues on the Istanbul Convention. Moreover, the Commission is responsible for monitoring and implementing the National Action Plan as well as monitoring the national standards for support services for victims and perpetrators of gender-based violence and domestic violence. Key functions of the Commission include engaging with relevant stakeholders and civil society for effective implementation of the National Action Plan, provision of training for professionals and media guidelines, supporting research and disaggregated statistical data collection in the field of gender-based violence and domestic violence, and communicating the requested information with the group of experts as referred in Article 66 of the Istanbul Convention. Additionally, the Commission conducts awareness-raising campaigns for the public on all forms of violence and ensures wide distribution of information. These campaigns include initiatives in collaboration with national equality bodies, relevant stakeholders, and civil society.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link < <https://www.stopviolence.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 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 of approximately 15 minutes under normal circumstances.

CLIENT RESPONSABILITIES

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:

- o Contact us as per details shown here: <https://www.stopviolence.gov.mt/contact-us>
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working days 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. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o Commission on Gender-Based Violence & Domestic Violence, Zentrum Business Centre, Triq I-Imdina, Qormi, Malta
- o Monday to Friday Winter: 07:45-16:45; Summer: 0730 - 1330 Weekends, & Public Holidays: Closed
- o <https://www.stopviolence.gov.mt>
- o Contact us [stopviolence.gov.mt](https://www.stopviolence.gov.mt) - +356 2276 8301
- o Through Social Media:

