

Malta Police Force

WHO WE ARE

The Malta Police Force (MPF), established in 1814, is one of the oldest police forces in Europe and has played a central role in upholding law and order across the Maltese Islands for over two centuries. Throughout its long history, the MPF has evolved to meet the changing needs of society while remaining rooted in its core values of service, integrity, respect, and accountability. As the principal law enforcement agency in Malta, the MPF is committed to protecting life and property, maintaining public order, preventing and detecting crime, and supporting the justice system. It strives to act with fairness and professionalism, ensuring that all individuals are treated equally and with dignity. The mission of the MPF is to provide a professional and trusted policing service to ensure safety and security in partnership with the community – this strengthens public confidence, promotes the rule of law, and contributes to a safe and secure environment for all.

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://pulizija.gov.mt/en/services>

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 20 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:

- o Contact us as per details shown here: pulizija@gov.mt
- o Through servizz.gov by calling on 153, or 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 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 2 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 Police General Headquarters, St Calcedonius Square, Floriana, FRN 1530, Malta
- o Monday to Friday: 08:00-15:00
- o <https://pulizija.gov.mt/en/>
- o Contact us: pulizija@gov.mt - +356 2122 4001
- o Through Social Media:

