

Yachting Malta Ltd

WHO WE ARE

Yachting Malta is a public-private partnership between the Government of Malta and the Royal Malta Yacht Club. Launched in April 2015, the organisation's primary role is to identify and attract high-profile yachting events to the Maltese Islands, including sailing regattas, power racing, boat shows, yachting awards & conferences. Yachting Malta also aims to enhance the quality and growth of already established events.

Another role is to foster and promote yachting and associated international activities with an emphasis on the young. This includes education and training in the fundamentals of sailing, powerboat racing and water safety. The organisation also serves as a consultative voice to the relevant authorities vis a vis infrastructural yachting projects such as new breakwaters, yacht services & marinas. One of Yachting Malta's goals is to support the increase the range and volume of berthing facilities and yacht services in Malta and Gozo.

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, Standards 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://yachtingmalta.org/>

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 5 - 10 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: <https://yachtingmalta.org/> for feedback: admin@yachtingmalta.org complaints: admin@yachtingmalta.org
- o 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

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 7 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 Yachting Malta Ltd, Sa Maison House, Triq Sa Maison, Floriana, FRN 1613, Malta
- o Monday to Friday: 09:30-17:30; Weekends & Public Holidays: Closed
- o <https://yachtingmalta.org/>
- o Contact us: ceo@yachtingmalta.org - +356 2133 7173
- o Through Social Media:

