

Responsible Gaming Foundation

WHO WE ARE

The Responsible Gaming Foundation (RGF) is a non-profit organization based in Malta, dedicated to encouraging a culture of responsible gaming through awareness, education, support, and the promotion of alternative leisure activities. Recognizing the impact gambling can have on individuals, families, and communities, RGF actively engages stakeholders across society to promote healthier attitudes and behaviors around gambling. Through targeted educational initiatives and outreach programmes, the foundation provides practical tools and resources, empowering people to make informed choices.

Additionally, RGF offers confidential support services to those affected by gambling-related harms, creating a safe and empathetic environment for recovery. Beyond intervention, RGF believes prevention is Paramount, proactively working to raise public consciousness on responsible gambling practices. Ultimately, the Responsible Gaming Foundation's mission is to safeguard the well-being of individuals and the wider community by reducing gambling-related harm and championing a balanced, mindful approach to gaming.

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://www.rgf.org.mt/_files/ugd/42306e_1bb29f9282a444daa7e7d98e19d5d836.pdf

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 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: info.rgf@rgf.org.mt
- o Through servizz.gov by calling on 153, online on [Submit a Complaint](#)

Your confidentiality will be guaranteed. Expect our feedback within 2 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 1 working day 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 90-91 Second Floor, Psaila Street, Birkirkara BKR9073 Malta
- o Monday to Friday: 08:00-17:00 Weekends, & Public Holidays: Closed
- o <https://www.rgf.org.mt>
- o Contact us: info.rgf@rgf.org.mt +356 2149 9030/1
- o Through Social Media:



Fondazzjoni Logħob Responsabbli (RGF)

MIN AĦNA

Il-Fondazzjoni Logħob Responsabbli (RGF) hija organizzazzjoni mingħajr skop ta' qligħ ibbażata f'Malta, iddedikata biex tneġġeġ kultura ta' logħob responsabbli permezz ta' sensibilizzazzjoni, edukazzjoni, appoġġ u l-promozzjoni ta' attivitajiet ta' divertiment alternattivi. Meta tagħraf l-impatt li jista' jkollu l-logħob ta-azzard fuq individwi, familji u komunitajiet, l-RGF tinvolvi b'mod attiv partijiet interessati fis-socjetà biex tippromwovi attitudnijiet u mġiba aktar sana madwar il-logħob ta-azzard. Permezz ta' inizjattivi edukattivi mmirati u programmi ta' sensibilizzazzjoni, il-fondazzjoni ttiprovdi għodod u riżorsi prattiċi biex tagħti s-setgħa lin-nies jagħmlu għażliet infurmati.

Barra minn hekk, l-RGF toffri servizzi ta' appoġġ kunfidenzjali lil dawk affettwati minn problemi relatati mal-logħob ta-azzard, u toħloq ambjent sigur u empatiku għall-irkupru. Lil hinn mill-intervent, l-RGF temmen li l-prevenzjoni hija essenzjali u taħdem b'mod proattiv biex tqajjem kuxjenza pubblika dwar prattiki ta' logħob responsabbli. Fl-aħħar mill-aħħar, il-missjoni tal-Fondazzjoni Logħob Responsabbli hija li ttiproteġi l-benesseri tal-individwi u tal-komunità aktar wiesgħa billi tnaqqas il-ħsara relatata mal-logħob ta-azzard u tippromwovi approċċ bilanċjat u konxju lejn il-logħob.

L-IMPENN TAGĦNA LEJN IL-KLIJENTI

Livell ta' servizz li wieħed jistenna meta jikkuntattja jew iżur l-Uffiċċji tagħna

- o Aħna se nittrattaw b'rispett u b'mod professjonali.
- o Aħna nigarantixxu l-kunfidenzjalità fuq kwalunkwe skambju ta' informazzjoni.
- o L-istandards tas-servizzi tagħna huma konformi mad-Direttiva 4-2, Standards għas-Servizz ta' Eċċellenza offrut mill-Amministrazzjoni Pubblika lill-Pubbliku u l-Impjegati Pubbliċi.
- o Il-lista tas-servizzi offruti tinsab fil-ħolqa li ġejja: https://www.rgf.org.mt/_files/ugd/42306e_1bb29f9282a444daa7e7d98e19d5d836.pdf

X'GĦANDEK TISTENNA META TIKKUNTATTJANA

L-informazzjoni kollha tingħata kemm bil-Malti kif ukoll bil-Ingliż. Aħna nimpennjaw ruħna li nwieġbu l-mistoqsija tiegħek fi żmien jum 1 tax-xogħol, jew skond il-perjodi ta' żmien stipulat fid-Direttiva 4-2.

Meta tikkuntattjana bit-telefon

Nimpennjaw ruħna li nwieġbu mat-3 darba li jdoqq it-telefon, b'mod ċar u b'għarfien. L-uffiċjali ser jidentifikaw ruħhom u jittrattaw b'kortesija u rispett.

Meta żżur l-Uffiċċji tagħna

L-uffiċċji tagħna joffru ambjent nadif u sigur, u se niżguraw li s-servizzi tagħna jkunu aċċessibbli għal persuni b'diżabilità. Il-ħin ta' stennija se jkun ta' madwar 5-10 minuti f'ċirkustanzi normali.

Meta tikkuntattjana permezz ta' ittra jew email

Se nibagħtu konferma fi żmien 1 jum tax-xogħol minn meta nirċievu l-ittra jew l-email tiegħek.

Appuntamenti

Twegibiet għal talbiet għal appuntamenti jiġu provduti fi żmien 1 jum tax-xogħol, bid-data tal-appuntament tkun fi żmien 1 jum tax-xogħol mid-data tat-talba.

RESPONSABILTAJIET TAL-KLIJENT

Il-klijenti huma mistennija li: Jipprovdu informazzjoni kompluta u korretta. Jittrattaw il-ħaddiema b'kortesija u rispett. Iżommu mal-ħinijiet u l-appuntamenti allokat meta applikabbli.

AĦNA NIVVALUTAW IL-FEEDBACK TIEGĦEK

Jekk tixtieq tissottometti feedback, suggerimenti, jew ilmenti ġentilment:

- o Ikkuntattjana skont id-dettalji murija hawn: info.rgf@rgf.org.mt
- o Permezz tas-servizz.gov billi ċċempel fuq 153, jew online fuq lssotometi ilment

Il-kunfidenzjalità tiegħek tkun garantita. Tirċievi l-feedback tagħna fi żmien 2 jumejn tax-xogħol.

KIF TIKKUNTATTJANA

- o 90-91, It-Tieni Sular, Triq Psaila, Birkirkara BKR9073, Malta
- o Mit-Tnejn sal-Ġimgħa 08:00-17:00; Sibb, Ħdud u Festi: Magħluqa
- o Sabiex jiġi ffaċilitat il-kuntatt mas-servizzi u d-dipartiment: www.rgf.org.mt; info.rgf@rgf.org.mt; - +356 2149 9030/1
- o Permezz tal-midja soċjali

