

Aviation Security Department (AVSEC Malta)

WHO WE ARE

The Aviation Security Department (AVSEC Malta), within the Ministry for Home Affairs, National Security and Employment was originally set up as OMAS on 1st April 1995, as the regulator for aviation security in Malta. Our mission is to develop, regulate and manage a secure aviation system, and provide adequate security services for the protection of all property and stakeholders in the aviation industry in Malta. AVSEC Malta ensures that security activities are carried out in compliance with those international standards which Malta has adopted as a result of its membership in organisations such as the European Union (EU), the International Civil Aviation Organisation (ICAO) and the European Civil Aviation Conference (ECAC). Our clients vary from security managers, security instructors, security personnel, pilots, cabin crew and other aviation employees.

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.

The list of services offered can be found in the following link <https://aviationsecurity.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 15 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://aviationsecurity.gov.mt/en/contact/>
- 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 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 Aviation Security Malta, Gate 5, Malta International Airport, Luqa LQA 4000 Malta
- o Monday to Friday Winter: 08:00-16:00; Summer: 08:00 - 1300 Weekends, & Public Holidays: Closed
- o <https://aviationsecurity.gov.mt>
- o Contact us: avsec@gov.mt +356 2369 6672/3