

EquestriMalta

WHO WE ARE

EquestriMalta is Malta's regulatory authority that oversees and supports all equine sports. The Act has been approved in Parliament in October 2020 and since then it has been growing and leaving its mark on several equine sport disciplines, mainly Horse Racing, Polo, Dressage, Show Jumping amongst other emerging disciplines. The authority's remit is to support the development and implementation of the principles as described in the Act of EquestriMalta and to promote consistent principles aimed to defend the integrity and prestige of horse racing and the equestrian sport in general and to exercise regulatory functions in delivering related services. These functions are focused mainly on the promotion of equine sport, improvement of training and competitive facilities, education and training, international opportunities for our athletes, the wellbeing of the horses, raising the bar in the quality and infrastructure of the sport, anti-doping, international visibility, better conditions for all the equestrian enthusiasts and much more.

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://equestrimalta.com>

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 3rings, 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: [Contact – EquestriMalta](#)
- 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 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 5 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 EquestriMalta, Malta Equidrome, Race Course Street, Marsa Malta MRS 2195
- o Monday to Friday: 07:30-15:00; Saturday: 07:00 – 11:00 Sunday open for training races
- o <https://equestrimalta.com>
- o Contact us: info@equestrimalta.com - +356 21224800 / 27133183
- o Through Social Media:

