

Department for Industrial & Employment Relations



WHO WE ARE

The Department deals with various aspects of the Industrial and Employment Relations field. The main activities of the Department are:

- Conditions of Employment: Provision of information relating to the conditions of employment in various sectors of the Maltese Economy; Regulating Employment Contracts in an equitable manner to ensure that rights and obligations pertaining to each party in the contract are observed; Taking necessary steps to assist the parties involved in employment relationship whose employment relationship has been terminated; To foster and promote good practices in line with existing employment legislation
- Industrial Relations: Facilitate a healthy relationship between employers' associations and trade unions; Providing machinery for the voluntary settlement of trade disputes and promoting such settlement
- International Relations: To co-ordinate closely primarily with the European Union and other International Labour Organisations (ILO) as well as with Government bodies which are involved in the employment and industrial relations field; To maintain contacts at the technical level with International bodies including the ILO in regard to International obligations ratified by Malta in the field of labour.

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://dier.gov.mt/>

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 contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

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.

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

CLIENT RESPONSABILITIES

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 here: [Contact Us \(gov.mt\)](https://gov.mt/contact-us)
- 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

HOW TO CONTACT US

- o Department of Industrial and Employment Relations, 121, Melita Street Valletta VLT 1121, Malta
- o Monday to Friday Winter: 08:00-15:30; Summer: 08:00 – 12:00
- o Wednesday: Summer and Winter: 08:00-12:00 Weekends, & Public Holidays: Closed
- o <https://dier.gov.mt>
- o Contact us info.dier@gov.mt-1575 (for Employees) or 1576(for Employers)