

Embryo Protection Authority

WHO WE ARE

At the Embryo Protection Authority, we provide high-quality, professional, and efficient services. The Authority treats all prospective parents referred by the licensed Clinics with dignity and respect, and all information provided to the Authority in confidence remains highly confidential and disclosed only in the circumstances permitted by law, as per Data Protection Act. All decisions taken by the Embryo Protection Authority are in the best interest of the prospective parents and the child/children who may be conceived out of any assisted reproductive technology procedure undergone. The Authority ensures that the highest levels of standards are being kept as specified in the laws governing the fertility sector by working closely with all stakeholders in the Fertility field.

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://embryoprotectionauthority.gov.mt/>
- o The template is complementary to the Patient Charter, which may be accessed on this link: [Patients_Charter_EN.pdf](#)

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 15 - 20 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 Us - Embryo Protection Authority](#)
- o Through servizz.gov by calling 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 5-7 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 Embryo Protection Authority, 88, Hal Tarxien Road, Luqa, Malta
- o Monday to Friday: 07:00-15:00 Weekends, & Public Holidays: Closed
- o [Home - Embryo Protection Authority](#)
- o Contact us: info.epa@gov.mt - +356 2595 1650
- o Through Social Media:

