

FEEDBACK & COMPLAINTS

Feedback

Your feedback is invaluable to helping us assist you – and all our customers – better. It helps us maintain a high standard of service and provide products and services that meet your needs.

If you have a suggestion, we want to hear it.

Pay someone a compliment

If you have received exceptional service from someone, we would love to hear about it, too. Our colleagues always appreciate receiving your positive feedback – because we let them know about it.

Complaints

If we failed to meet your expectations, we want to learn from your experience to make things better. So, we record the details of every formal complaint we receive. Depending on the incident we will either give you an immediate resolution and a reference number or we will ask you to call back again within a week to advise you of the actions taken.

When a complaint is sent via email or Facebook, we will send you an acknowledgement within 48 hours and continue looking into the matter.

How to make a complaint:

- Call us on 21 222 0000
- Email on enquiries@publictransport.com.mt
- Facebook message

A Customer Care agent will take all the necessary details and will give you a reference number. Our call centre is open between Monday and Sunday from 07:00 to 19:00.

You can call us back with the ticket number you are given to receive feedback on the complaint you raised. We aim to investigate and resolve complaints within 10 days.

If you still feel that your concern hasn't been dealt with to your complete satisfaction, you can contact the Authority for Transport by sending an email to info.tm@transport.gov.mt or by calling **21222203** or **80072393** **between Monday and Friday** from 8:00 to 16:30.

You may also send your complaint in writing by post to Transport Malta, A3 Towers, Arcade Street, Paola or to Transport Malta, Malta Transport Centre, Triq Pantar, Lija.