

Public Authority	Heritage Malta
Description of the department/directorate/entity's structure	<i>Heritage Malta is the National Agency for Museums, Conservation Practice and Cultural Heritage.</i>
Description of the department/directorate/entity's functions and responsibilities	<p><i>Within our establishment we have 24 museums and sites that are open seven days per week throughout the whole year.</i></p> <p><i>Furthermore a number of other sites are to be opened and managed by HM.</i></p> <p><i>Heritage Malta is also in the process of setting up of the following:</i> <i>Valletta Management Unit</i> <i>Underwater Cultural Heritage Unit</i> <i>Collections Inventory and Digitisation Unit</i> <i>Research Unit</i></p>
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	<i>Documents held, HR Files, internal memos, tenders and contracts, details of HM members (adults and students), details of suppliers, other general correspondence.</i>
Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)	<p><i>Chapter 445 - Cultural Heritage Act</i> <i>Collective Agreement (presently expired)</i> <i>PSMC</i> <i>Subsidiary Legislation 174.04 – Public Contracts Regulations</i></p>
Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent	<p>FOI Officer Legal Counsel Heritage Malta Head Office Marina Street Kalkara, KKR 1524 Malta</p>

	<p>+356 22954000 foi.heritagemalta@gov.mt</p>
<p>Details of Internal Complaints Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to Heritage Malta CEO.</p> <p>The complaint should be addressed to the Heritage Malta CEO, who shall bring the complaint to the attention of the officer responsible . The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant’s complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Agency and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed.</p> <p>An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the Act, the officer responsible shall waive any applicable fees for the submission of information.</p>
<p>Other Information</p>	<p>Working Hours (winter/summer)</p> <p>8am-5pm (Winter)</p>

	<p>8am-4pm (Summer)</p> <p>Payment Modalities: Payment can be made by cash at the Heritage Malta Head Office in Kalkara Legal Counsel Heritage Malta Head Office Bighi, Marina Street Kalkara, KKR 1524 Malta</p> <p>or by cheque addressed to HERITAGE MALTA and sent to the Accounts department at the HM Head office.</p> <p>Applicant can make an FOI request or complaint by using the FOI portal www.foi.gov.mt via e-ID or by online form, or else sending an email to Heritage Malta.</p>
Public Authority Contact Details	<p>Heritage Malta Legal Counsel Heritage Malta Head Office Marina Street Kalkara, KKR 1524 Malta</p> <p>Website: http://heritagemalta.org/</p> <p>MJCL FOI Website: https://justice.gov.mt/en/ministry/Pages/Freedom-of-Information.aspx</p>