

Public Authority	Heritage Malta
Description of the department/directorate/entity's structure	Organisational Structure will be send at a later stage
Description of the department/directorate/entity's functions and responsibilities	<p>Heritage Malta is the national agency for museums, conservation practice and cultural heritage. Created by the Cultural Heritage Act which was enacted in 2002, the national agency replaced the former Museums Department.</p> <p>Initially Heritage Malta was entrusted with the management of museums, sites and their collections. However in 2005, the agency's responsibilities increased when it took over the former Malta Centre for Restoration to become the national agency responsible for conservation. Heritage Malta seeks to provide its various audiences with an enhanced experience during visits to the various sites and museums. The agency has also specific educational section with special educational programmes targeting children of different age groups as part of organised school visits.</p> <p>Heritage Malta is also committed to bring culture closer to the people through facilitating interpretation and accessibility, both physical and intellectual. Whether through temporary exhibitions, public lectures, heritage trails or other specialised events, the agency ensures that it lives up to the motto of <i>ensuring a future to our past</i>.</p>

<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>HM Strategy Commitees & working groups Policies & Procedures Memos & Circulars Contracts & Agreement Financial Reports Recruitment Payroll Staff development Programmes Events HM personal files Purchase Orders & sundry expenses Publishing research & publications Acquisitions Loans & exhibitions Conservation projects General Projects Stores Purchase orders Civil works Library Acquisitions Tenders Discipline files Request for quotations Direct orders 3 quotes system Lands Cultural Heritage Artefacts Expression of interest Legal Issues Management Plans Proposals ICT projects</p>
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	Parliamentary questions
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>PSMC Manuals HM Collective Agreement Code of Ethics Communication Policy Customer Care Policy Digitisation Policy Health & Safety Policy HM Waste management Policy Remote working Policy Procurement & stores Policy Front of House manual</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</p> <p>Heritage Malta, Head Office, Ex-Royal Naval Hospital, Marina Street, Kalkara KKR 1524 Malta.</p> <p>Foi.heritagemalta@gov.mt</p> <p>2295 4000</p>
Details of Internal Complaints Procedure	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 the Permanent Secretariat MHAL. Complaints may be

	<p>submitted from the FOI portal www.foi.gov.mt via E-ID or through the online form; or by email. The complaint should be addressed to the Public Authority's FOI Officer, who shall bring the complaint to the</p> <p>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). 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 Public Authority and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed. 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>
Other Information	Office Working Hours: <8.00 am – 5.00 pm> Payments are to be made in cash or cheque at the business office of < Heritage Malta, Head office, Ex-Royal Naval Hospital, Marina Street, Kalkara KKR 1524.>
Public Authority Contact Details	<p>Heritage Malta, Head Office, Ex-Royal Naval Hospital, Marina Street, Kalkara KKR 1524 Malta.</p> <p>foi.heritagemalta@gov.mt</p> <p>2295 4000</p>

