

Public Authority	Department of Probation and Parole (DPP)
Description of the department/directorate/entity's structure	The Department of Probation and Parole (DPP) employs primarily probation officers, who work under the supervision of senior probation officers. Providing an additional service is the Psychology Unit comprised of psychologists. Furthermore, the Department also employs a Victim Liaison Officer, who is responsible for the Victim Support Unit. A Victim-Offender Mediation Coordinator also supports the victim support services offered by the Department. These all work under the headship of the Director of Probation and Parole, which is supported by administrative staff and an Assistant Director.
Description of the department/directorate/entity's functions and responsibilities	The DPP is tasked to provide for the supervision and management of offenders referred to it by the Courts of Malta or by the Parole Board. The DPP also provides assessments and reports of offenders and victims to the Courts of Law and the Parole as regulated by the Probation Act and the Restorative Justice Act.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	The DPP holds several documents such as HR, Accounts and Administration files, Standard Operating Procedures (SOPs) concerning the different units, and files concerning Probation and Parole clients.
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)	The functions and duties of the DPP are regulated by the Chapter 9 of the Laws of Malta concerning Suspended Sentences with supervision, the Probation Act, the Restorative Justice Act and SOP's concerning Community Service Orders, Supervision for offenders on a Parole Licence, the Victim Support Unit, Probation Orders, Preparation of Parole Reports and the Psychological Unit.

<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 of the officer or officers to whom requests for such access should be sent</p>	<p>FOI Officers may be contacted by e-mail on foi-ps.mhas@gov.mt or by telephone 25689314/306</p> <p>FOI Requests may be submitted by e-mail to foi-ps.mhas@gov.mt, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</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 the Public Authority.</p> <p>The complaint should be addressed to the FOI Officer, who shall bring the complaint to the attention of the officer responsible¹. 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 Ministry, 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>

¹ The officer responsible shall be the Director or most senior official within the Department, Directorate or Secretariat concerned. In the absence of such officer, a reply may be provided by the Assistant Director. In the absence of an Assistant Director, a reply would be provided by the officer higher in rank than the Director or most senior official.

	<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>Complaints may be submitted to the Public Authority by e-mail to foi-ps.mhas@gov.mt, through the FOI portal www.foi.gov.mt via the e-ID or through the online form.</p> <p>Payments can be made in cash or by cheque payable to the Office of the Permanent Secretary, Ministry for Home Affairs & National Security, at the following address: Accounts Section Ministry for Home Affairs & National Security 201, Strait Street Valletta</p> <p>Applicants are requested to make an appointment with the FOI Officer before calling at the Public Authority for payment and/or collection of document.</p> <p>Working Hours Winter Hours 8.00am – 12.30pm and 1.15pm – 5.15pm</p> <p>Summer Hours 8.00am -1.00pm</p>
<p>Public Authority Contact Details</p>	<p>Office of the Permanent Secretary, Ministry for Home Affairs and National Security (MHAS), 201, Strait Street Valletta VLT 1433 Tel No: (+356) 2568 9314</p>

