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| <b>Public Authority</b>   | <b>Correctional Services Agency</b>   |
| Description of the department/directorate/entity's structure  | The Head of the Facility is the Chief Executive Officer, Correctional Services Agency<br>The Facility is situated at Valletta Road Paola<br>Other sites which are part of the Facility :<br>Young Offenders Unit situated at Mtahleb<br>Forensic Unit situated at Mount Carmel Hospital Attard<br>Valletta Law Courts Lock Up   |
| Description of the department/directorate/entity's functions and responsibilities                                       | The aim of Facility is to instill in prisoners a sense of discipline and responsibility and, so far as possible, to enable them to reform their character while undergoing their court sentence according to law with the dignity and respect due to the human person, to educate them about the impact of crime on their victims, families and communities, and to improve their prospect of successful resettlement in society after release. |
| General description of the categories of documents the department/directorate/entity holds (including exempt documents) | Departmental Files<br>HR Files,<br>Inmates' Records Files   |
| Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines       | Prisons Act Chap 260<br>Prisons Regulations Chap 260.03<br>Prison Leave General Directives No 1 of 2016<br>Trans, Gender Variant and Intersex Policy of 2016  |

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| <p>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>   |   |
| <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> | <p>FOI Officers may be contacted by e-mail: <a href="mailto:foi.mhse@gov.mt">foi.mhse@gov.mt</a> or by telephone: 25689314/306</p> <p>FOI Requests may be submitted by e-mail to <a href="mailto:foi.mhse@gov.mt">foi.mhse@gov.mt</a>, through the FOI Portal <a href="http://www.foi.gov.mt">www.foi.gov.mt</a> 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 responsible<sup>1</sup>. 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> |

<sup>1</sup> 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.

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|                   | <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> <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> |
| Other Information | <p>Complaints may be submitted to the Public Authority by e-mail to <a href="mailto:foi.mhse@gov.mt">foi.mhse@gov.mt</a>, through the FOI portal <a href="http://www.foi.gov.mt">www.foi.gov.mt</a> 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 and Law Enforcement (MHSE), at the following address:</p> <p>Accounts Section<br/> Ministry for Home Affairs, National Security and Law Enforcement (MHSE),<br/> 201, Strait Street<br/> 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</p>  |

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|                                   | <p>Winter Hours<br/>8.00am – 12.30pm and 1.15pm – 5.15pm</p> <p>Summer Hours<br/>8.00am -1.00pm</p>  |
| Public Authority Contact Details: | <p>Office of the Permanent Secretary,<br/>Ministry for Home Affairs, National Security and Law Enforcement (MHSE),<br/>201, Strait Street<br/>Valletta VLT 1433</p> <p>Tel No:25689314</p> |