

Public Authority	Office of the Commissioner for Animal Welfare, MAFA
Description of the department/directorate/entity's structure	Office of the Commissioner for Animal Welfare The office is made up of the following members of staff: • Commissioner for Animal Welfare • Manager II • Assistant Manager • Inspector
Description of the department/directorate/entity's functions and responsibilities	The Office of the Commissioner for Animal Welfare was set up by Chapter 439, the Animal Welfare Act, with the task towards projecting a higher deserved status to Animal Welfare issues and matters related there to. The ultimate mission of the Commissioner's office is to promote and advocate for the animal welfare and the highest standards of health, keeping and treatment of animals. The promotion of Compliance with the Animal Welfare Act, enhancement of cooperation between entities and persons advocating for animal welfare and the formulation of recommendations for the implementation of matters touching upon animal welfare.
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	• Administrative documents and HR documents • Financial documentation: Paid invoices, received quotations, Direct Order forms and Summary reports.
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 Service Management Code (PSMC) • Public Administration Act (Chapter 595) • Set of Recommendations by the Commissioner for Animal Welfare • Annual Reports • Other Investigations and reports

public (including bodies corporate and employees of the public authority in their personal capacity)	
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	The FOI officers of Office of the Commissioner for Animal Welfare, MAFA, may be contacted by e-mail foi.mafa@gov.mt or by telephone 22928616. FOI Requests may be submitted by e-mail to foi.mafa@gov.mt, through the FOI Portal https://foi.gov.mt/ via the e-ID or through the online form.
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 Freedom of Information Officer. Complaints may be submitted by e-mail to foi.mafa@gov.mt, through the FOI portal https://foi.gov.mt/ via the E-ID or through the online form. The complaint should be addressed to the Public Authority's FOI Officer, 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). 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.
Other Information	Office opening hours: 08:00-16:15
Public Authority Contact Details	Contact Us – caw.mafa@gov.mt