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| Public Authority | Malta Air Traffic Services (MATS) |
| Description of the department/directorate/entity's structure | <p>MATS Management Organisation Chart dated 22 February 2018 Link: http://maltats.com/administration/</p> <p>MATS Functional Diagram dated 12 August 2016 both attached Link: http://maltats.com/sqs/#scope-of-the-management-system</p> |
| Description of the department/directorate/entity's functions and responsibilities | Malta Air Traffic Services (MATS) Ltd. is the sole Air Navigation Service Provider (ANSP) for Malta. MATS provides air traffic services to commercial, cargo and military aircraft, including air traffic management and Communication, Navigation and Surveillance (CNS) services for aircraft flying in the Malta Flight Information Region (FIR) and delegated airspace, ensuring adequate separation and safety measures. |
| General description of the categories of documents the department/directorate/entity holds (including exempt documents) | Link: http://maltats.com/sqs/#freedom-of-information |
| 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) | Link: http://maltats.com/sqs/#freedom-of-information |
| 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>MATS FOI officer may be contacted by email: foi@mats.maltats.com or by telephone 22355429.</p> <p>FOI requests may be submitted by e-mail to foi.mats@maltats.com, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</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 MATS. |

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| | <p>The complaint should be addressed to MATS FOI Officer (SQS Senior Head or his designate), who shall bring the complaint to the attention of the MATS Strategic Board. The Strategic Board (responsible for complaints) shall reply to the applicant within 10 working days from the receipt of the complaint.</p> <p>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 Strategic Board 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.</p> <p>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 MATS, 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>Office Hours 08:00-16:00 Mon to Fri</p> <p>Complaints may be submitted by e-mail to foi.mats@maltats.com, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</p> <p><i>Important Note: MATS buildings are in a restricted area of the airport and access is restricted.</i></p> |

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| | <p>Payments of applicable fees can be made in cash and cheque payable to Malta Air Traffic Services at the following address:</p> <p>Malta Air Traffic Services, Gate No. 4, Malta International Airport, Triq tal-Isqof, L-Imqabba MQB 9057</p> <p>Requests and complaints received over the weekend and on public holidays will be addressed on the next working day.</p> |
| Public Authority Contact Details | <p>Malta Air Traffic Services, Gate No. 4, Malta International Airport, Triq tal-Isqof, L-Imqabba MQB 9057</p> <p>2235 5429/5440/5307</p> <p>foi.mats@maltats.com</p> |