

Public Authority	Social Care Standards Authority
Description of the department/directorate/entity's structure	
Description of the department/directorate/entity's functions and responsibilities	<p>To provide for the regulation of social welfare provided to individuals by public or private entities or any other entity or person; as well as to regulate for the powers, duties and financial resources of the Social Care Standards Authority. Functions shall include the issuing of licences and warrants for social welfare service providers, to set regulatory standards for different areas of social welfare services that are provided to individuals by agencies or public or private entities or any other entity or person, to set procedures for the investigation of complaints against service providers of social welfare services, to provide cautions to social welfare service providers who do not observe such regulations, to assist social welfare service providers to achieve a greater quality of social well-being and to make provisions in respect of all such powers as may be necessary.</p>
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	<ul style="list-style-type: none"> - Legislation - Policy documents - General correspondence - HR - Personal Files / Recruitment files - Procurement related files - Memoranda - Financial and annual reports - Project proposals - Consultation documents - Board Minutes - Memos <p>Some of the information listed is exempt from disclosure under the Freedom of</p>

	Information Act (Cap. 496).
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)	<ul style="list-style-type: none"> • Collective Agreement 2022-2026 • Public Procurement Regulations • Financial Management Regulations • Public Service Management Code • FOI Regulation • General Data Protection Regulation • Whistleblower Act • Public Administration Act
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>Requests for information can be submitted on:</p> <p>foi.scsa@gov.mt</p>
Details of Internal Complaints Procedure	<p>Any complaints are sent via email as above. The person responsible shall check such requests or complaints.</p> <p>Any information or requests received via FOI website are also received and checked accordingly. In cases we receive certain requests there might be the need to liaise with</p>

	<p>the Ministry for further guidance.</p> <p>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.</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 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>
Other Information	Other information may be sent through feed
Public Authority Contact Details	<p>Social Care Standards Authority</p> <p>469, Bugeia Institute</p> <p>Triq il-Kbira San Guzepp</p> <p>Sta Venera</p>