


Public Authority	Responsible Gaming Foundation
Description of the entity structure	 <pre> graph TD Board[Board of Administrators] --> GM[General Manager] GM --> PA[PA to the General Manager] GM --> CM[Communications Manager] GM --> SSO[Support Services & Outreach Coordinator] </pre>
Description of the functions and responsibilities	<p>The Responsible Gaming Foundation’s aim is to create a wider awareness of the extent, possible causes and consequences of problem gambling/gaming in Malta with a view to preventing it and to provide the necessary support and advice to problem gamblers/gamers and their dependents in their recovery efforts.</p> <p>The Foundation is a purpose, non-profit making organisation established for the following purposes and objects:</p> <ol style="list-style-type: none"> a) To administer funds collected for the support of individuals who are affected by gambling/gaming-related problems; b) To organise projects, which are aimed at the rehabilitation of problem gamblers and problem gamers; c) To fund non-Governmental Organisations whose purpose or one of the purposes is the rehabilitation of problem gamblers and problem gamers; d) To apply for European Union (EU) funding with regard to projects related to the rehabilitation of problem gamblers and problem gamers; e) To encourage activities alternative to excessive gambling and gaming; and f) To undergo further research into problem gambling and problem gaming.

<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>Responsible Gaming Foundation hold various documents, such as:</p> <ul style="list-style-type: none"> ➤ Human Resources Documentation ➤ Call Centre Documentation ➤ Administrative Documentation ➤ Health and Safety Documentation ➤ Financial Documentation ➤ IT Documentation ➤ EU Funded Projects Documentation ➤ Educational Documentation ➤ Awareness Documentation ➤ Procurement Documentation ➤ CSR Documentation ➤ Various Other Documents
<p>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)</p>	<ul style="list-style-type: none"> ➤ Standard Operating Procedure ➤ Public Procurement Regulations Searches ➤ Maltese and EU Legislations
<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</p>	<p>The FOI Officer/s of the RGF may be contacted by e-mail</p> <p>Email: dpo.rgf@rgf.org.mt or by</p>

<p>public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent</p>	<p>Telephone: +356 21499030/1.</p> <p>FOI Requests may be submitted by e-mail to dpo.rgf@rgf.org.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 PA.</p> <p>Complaints may be submitted by e-mail to dpo.rgf@rgf.org.mt, through the FOI portal www.foi.gov.mt via the e-ID or through the online form.</p> <p>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).</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 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.</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: 09:00 – 17:00 hrs</p> <p>Emails received during the weekend are replied on the next working day.</p> <p>Cash payments should be affected at the 90/91, Second Floor, Psaila Street, Birkirkara BKR 9073 during office hours and cheques made payable to the Responsible Gaming Foundation.</p>
Public Authority Contact Details	<p>Address: 90/91, Second Floor, Psaila Street, Birkirkara BKR 9073, Malta Telephone: +356 21 499030/1</p> <p>Email: info@rgf.org.mt</p> <p>Website: http://www.rgf.org.mt</p>