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| CBM mono logo horizontal (ISD) | **COMPLAINT FORM\*** **(Freedom of Information Act, Cap. 496)** |
| **REFERENCE NUMBER*****(Insert the Reference Number provided by the Central Bank of Malta for this particular request)*** |  |
| **DETAILS OF APPLICANT** |
| **Surname** |  | **Name** |  |
| **Identity Card or Residence Permit No.** |  | **Telephone** |  |
| **Postal Address** |  |
| **E-mail Address** |  |
| **Body Corporate on behalf of which information is being requested[[1]](#footnote-1)** |  |
| **TYPE OF COMPLAINT: *(Please tick one of the options below[[2]](#footnote-2) as appropriate)*** |
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| **[ ]**  | **Request for information has been refused.** |
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| **[ ]**  | **Document has not been provided in the requested format.** |
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| **[ ]**  | **The Central Bank of Malta has notified an extension of the twenty (20) working day deadline prescribed in the Act, for the purpose of indicating whether the request for a document/information would be met or not.** |
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| **[ ]**  | **Notifications as prescribed in the Freedom of Information Act not received.** |
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| **[ ]**  | **Fees requested considered excessive.** |
| **REASONS FOR DISAGREEMENT** |
| **Please indicate why you disagree with the decision of the Central Bank of Malta not to provide the document / information you requested. *(This field is not mandatory)*** |
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| **Signature *(Not required if form is submitted electronically)*** | **Date**  |
| **Date Received *(For Office use only*)** |  |

\* Details are to be filled in by the applicant. In case of difficulty assistance will be provided by the Information and Data Protection Officer at the Central Bank of Malta (the Bank). Complaint Forms are to be submitted to the Bank’s Freedom of Information Complaints Officer. An acknowledgment to this complaint will be sent upon receipt. The Bank binds itself to respond to this complaint within ten (10) working days. The Freedom of Information Act entitles the applicant to address complaints or to seek investigation or review by the Information and Data Protection Commissioner, if the response by the Bank to this complaint is not satisfactory.

**Notes to applicant:**

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| (a) | The Freedom of Information Act (Cap 496) entitles you to address complaints or to seek investigation and review by the Information and Data Protection Commissioner, following recourse to the Bank’s Internal Complaints Procedure. |
| (b) | Personal data collected in this form is for the purpose of processing the request as regulated by the Freedom of Information Act (Cap 496). All personal data will be processed in accordance with the Data Protection Act (Cap 440). |

1. |  |
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 Applicable only in the case of requests made pursuant to Articles 19 and 20. [↑](#footnote-ref-1)
2. Subsequent and different complaints on the same request can only be submitted to the Bank after the Bank answers to the original complaint or following the lapse of 10 working days from the date of submission of the complaint. [↑](#footnote-ref-2)