

Public Authority	Family Business Office
Description of the department/directorate/entity's structure	The office is made up of its Regulator, currently Dr Joseph Gerada. The Regulator is appointed for a period of three years and may be re-appointed upon expiration of the term of office for a further period or periods. To support him/her in their role, the regulator may appoint other officials and staff and currently the office employs a Senior Manager and receives administrative services through an agreement with MIEA.
Description of the department/directorate/entity's functions and responsibilities	The Family Business Office is a regulatory office which holds a register of registered family businesses. These businesses register on a voluntary basis. For further information please see the following link: Home - Family Business Office
General description of the categories of documents the department/directorate/entity holds (including exempt documents)	The office holds a register of members who would have registered and are qualify as family businesses under the act. The office also holds: HR files, accounts and management accounts, marketing information, audits and annual reports of the office. Duly filled in Application forms for registration with the office including all supporting documentation for each registered business Duly filled in incentive Application forms submitted by registered family businesses to the office, including all the requisite supporting documentation.
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)	The office is established under the Family Business Act, Chapter 565 of the laws of Malta and all regulations and laws regulating the office are contained therein and it is this law which is applied in the day-to-day functions of the office.
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 the Family Business Office may be contacted by e-mail at familybusinessact@gov.mt or by telephone 21497970 or 22196001

	FOI Requests may be submitted by e-mail to familybusinessact@gov.mt or, through the FOI Portal https://foi.gov.mt/ via the e-ID.
Details of Internal Complaints Procedure	Applicants may submit a complaint to the Public Authority within a maximum of 30 days from the date of the last relevant communication by the Public Authority. A decision will be provided within 10 working days from the receipt of the complaint. Subsequent and different complaints on the same request can only be submitted to the Public Authority after the first complaint has been answered or following the lapse of 10 working days from the date of submission of the complaint. If applicants remain dissatisfied with the outcome of their complaint, they may appeal the decision through the Information and Data Protection Commissioner (IDPC) within 60 days from the date of the notification by the Public Authority. Should applicants remain dissatisfied with the outcome of this procedure, they may appeal the decision through the Information and Data Protection Appeals Tribunal within 20 working days from the last relevant communication by the IDPC. An appeal from this decision may be registered at the Courts of Appeal within 30 days from the last relevant communication of the Information and Data Protection Appeals Tribunal.
Other Information	Opening Hours: 8am-4pm
Public Authority Contact Details	Address: <i>Family Business Office, MIMCOL Offices, Clock Tower, Level 1, Tigne Point, Sliema, TP01</i> General contact number: +356 21497970 or +356 22196001 General e-mail address: familybusinessact@gov.mt