

**National Commission
Persons with
Equal Opportunities
(Persons with Disability)
Act
2008-2009
Year 9**

INTRODUCTION

Joseph M. Camilleri, Chairman

2009 marked the ninth year of the Equal Opportunities (Persons with Disability) Act (EOA). Simultaneously work started being carried out within the KNPD section. The EOA is the primary tool which we have to protect our civil rights. This is why we have to continuously seek to ensure that this law remains relevant to our lives as persons with disability.

In 2009, KNPD investigated a total of 285 complaints, of which 113 were pending from previous years. The new complaints amounted to 172. The Annual Report reveals that new complaints increased by 74, or 76%. This is an encouraging result which clearly shows that persons with disability and their family members are become increasingly aware of their own worth as full citizens, and therefore acknowledge the importance of defending their own rights.

The access and education sectors remained especially where activity was ongoing. We can understand this as we are aware of the work that still needs to be carried out in order to overcome physical obstacles that exist in our country, and at the same time we acknowledge the fact that education is fundamental to an independent, productive and full life.

Unfortunately, the employment sector is not yet yielding the desired level of activity. Perhaps this is because the number of persons with disability with decent employment is still rather low. Locally this is a sector which still requires a lot of work towards ensuring that the number of persons with disability with decent employment attains the national average of employees without disability.

In the provision of goods and services sector, the number of complaints increased. As stated in the Report, this shows that persons with disability are becoming more aware of the use of the EOA within this important sector.

We understand on the other hand that the number of complaints within the accommodation and insurance sectors remained low when compared with other sectors. This is because the number of persons with disability who live on their own and who perhaps have had to look for an insurance policy to be able to get a loan from the bank remained very low.

The EOA appears to proceed at the same pace as improvements in the quality of life of persons with disability, but it can only continue to do so as long as the Equal Opportunities Compliance Unit (EOCU) within KNPD possesses all the resources required to render it effective. I believe that now, after nine years of hard work and trials, is the time to start thinking about a thorough reform in the work being carried out within this Sector. The latter is required not only for the benefit of being constantly updated, but also to strengthen the sector in order to be better able to approach new challenges which are developing together with the improvement in the quality of life of Maltese and Gozitan persons with disability.

As I normally do every year, I would like to remind you that KNPD, the Equal Opportunities Act and the EOCU belong to all of us persons with disability and those who offer the support we require in our lives. If we require a strong Act we need to work hard in order to ensure that the Act has all the necessary resources to be effective. This is why we require your support. Voice your thoughts on the media, in places where decisions are taken (such as parliament), so that we obtain the necessary resources to ensure that, with the help of the EOA, we earn our rightful place within our community as citizens who benefit from the same level of dignity and social opportunities.

Joe Camilleri
January 2010

SUMMARY

- During this year, KNPD investigated a total of 285 complaints, with 113 pending from previous years and 172 new complaints.
- The number of new complaints for this year was higher than that of the previous year by 75 complaints, or 76%.
- The number of complaints for this year amounted to 75 more complaints than the average number of complaints received by KNPD each year.
- Within the employment sector, the number of new complaints for this period totaled 11, an increase of 3 complaints over the amount reached the previous year.
- Within the education sector, the number of complaints showed an increase of 10 complaints as the number rose from 28 to 38.
- As in previous years, the access sector continued to receive the highest number of complaints. The number increased by 21 complaints as the 44 complaints received in the previous year reached 65 this year.
- The provision of goods and services sector witnessed an increase of 35 complaints, with 15 complaints rising to 50.
- The number of new complaints within the accommodation and insurance sectors remained very low, with 6 and 2 complaints respectively.
- Over this period, KNPD closed 140 complaints while 139 are still being discussed.
- The case that KNPD presented to the Arbitration Centre about Rational Pharmacy was closed with a sentence against KNPD.

- KNPD succeeded in concluding 49% of the total number of complaints tackled this year, an increase of 11% over the previous year.
- The majority of complaints that were closed regarded access and the provision of goods and services, which amount to 45 complaints or 32% of complaints received by KNPD over the year.
- KNPD closed all cases related to the employment sector (11 complaints) and the accommodation sector (6 complaints).
- Within the education sector, KNPD concluded 31 complaints, or 22% of the total sum of complaints it received.
- The majority of complaints (64%) which are still being discussed are related to access. The second highest number of pending complaints (33) relates to education, while there are also 16 pending complaints belonging to the provision of goods and services sector.
- Throughout the year, more complaints were lodged against public entities (55%) than against the private sector (44%).
- The complaints against the government increased by 20%, while those against the private sector decreased by 14%.
- The closed cases related to parastatal entities amounted to 73% of all cases; 69% were against the government, 61% were against the Local Councils, and 43% were lodged against the private sector. The percentage of complaints made against the Church was low at 16%.
- KNPD has three cases in Court: one against the Health Division regarding access to the Gzira Health Centre, another against the Ministry for Education regarding the administering of medicine to students with disability in schools, and a case against Banif Bank with regard to access to its Head Office and its various branches.

- The number of cases examined by the Test of Reasonableness Board totaled 73, an increase of 34 cases. The number of cases (27) considered as reasonable (subject to certain conditions) almost equalled those considered unreasonable (29).

GENERAL OVERVIEW

Each year, the National Commission Persons with Disability feels the need to present to the Maltese public the work carried out over the previous twelve months, in order to ensure that the National Commission Persons with Equal Opportunities (Persons with Disability) Act is being observed, and therefore benefit both persons with disability and society at large.

This report covers the period October 2008 – September 2009. This is due to the fact that this Act was implemented in October 2000. The work is carried out by a small-scale sector within KNPD's secretariat, which receives complaints by persons who feel discriminated against because of their disability. These complaints can, according to the same law, be divided into six general categories:

- * The Employment Sector (Emp)
- * The Education Sector (Educ)
- * The Access Sector (Acc)
- * The Provision of Goods and Services (Serv)
- * The Accommodation Sector (Hse)
- * The Insurance Sector (Ins)

THE COMPLAINTS

Over the nine years since the implementation of the EOA, KNPD has investigated a total of 285 complaints, of which 113 were still pending from previous years, and 172 were newly lodged. When compared to the previous year's findings, these figures show that:

- The number of new complaints increased by 74, which amounts to a 76% increase

- The total number of complaints which KNPD investigated this year showed an increase of 102 complaints, compared to 183 complaints in the previous year.

The average number of complaints that KNPD has received per year over these nine years amounts to 97, which means that the new complaints received by KNPD during this last year exceeds the quota by 75 complaints.

These 172 complaints were categorised as shown in Table 1.

TABLE 1: Complaints tackled in 2008-2009													
	Emp		Educ		Acc		Serv		Hse		Ins		Total
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr
Previous years	0	0	27	24	74	65	11	10	0	0	1	1	113
New complaints	11	6	38	22	65	38	50	29	6	3	2	1	172
Total	11	4	65	27	139	49	61	21	6	2	3	1	285

Table 2 compares new complaints with those pending from previous years. From this table one can observe the following:

TABLE 2: Complaints over the years													
	Emp		Educ		Acc		Serv		Hse		Ins		Total
	<i>Nr</i>	%	<i>Nr</i>	%	<i>Nr</i>	%	<i>Nr</i>	%	<i>Nr</i>	%	<i>Nr</i>	%	
00/01	1 3	1 4	10	1 1	50	5 3	19	2 0	1	1	2	2	95
01/02	1 0	1 3	8	1 1	42	5 5	14	1 8	2	3	-	-	76
02/03	1 1	1 5	23	3 1	18	2 4	16	2 1	5	7	2	3	75
03/04	9	1 3	16	2 3	25	3 5	16	2 3	2	3	3	4	71
04/05	7	8	26	2 9	27	3 0	25	2 7	4	4	2	2	91
05/06	6	7	24	2 6	42	4 6	18	2 0	1	1	1	1	92
06/07	9	9	14	1 3	57	5 4	22	2 1	1	1	2	2	105
07/08	8	8	28	2 9	44	4 5	15	1 5	2	2	1	1	98
08/09	1 1	6	38	2 2	65	3 8	50	2 9	6	3	2	1	172
Total 00/09	8 4	1 0	18 7	2 1	37 0	4 2	19 5	2 2	2 4	3	1 5	2	875

Average each year	9	9.6	21	22.2	41	43.2	23	24.2	3	0.3	3-	0.3	95
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- In nine years, KNPD investigated 875 complaints, an average of 97 per year, which ranges between 71 and 172 complaints.
- Within the employment sector, the number of new complaints for this period increased by 3 complaints as compared to the previous year, while the percentage within this sector shows a 2% decrease when compared to the total number of complaints. The difference in percentages for this sector when compared to the average percentage over these nine years reveals a 4% decrease. These figures indicate that persons with disability are apparently not very successful in exploiting as frequently as possible this Act within the sector.
- Within the education sector, the number of complaints showed an increase of 10 complaints as the number rose from 28 to 38. The numbers show that complaints within the sector represent 22% of all complaints for this year, which indicates a 7% decrease which, however, is 1% higher than the average recorded for each of the nine years. It is important to note that a substantial number of complaints were related to the survey regarding computing schools, which KNPD began conducting last year. Therefore the utilisation of the Act by persons with disability within this sector has remained more or less at the same level as that attained last year.
- As in previous years, the access sector remained the most complained about, this year rising from 44 complaints – the result obtained in the previous year -- to 65 complaints. This showed an increase of 21 complaints. The 85 complaints made up 38% of the total sum of complaints for this year. When compared to all other complaints, the percentage reached in this sector decreased by 7 complaints in comparison with last year, and revealed a 4% decrease in the average attained in these nine years.
- Within the provision of goods and services sector, the number of complaints increased from 15 to 50. This amounted to a 14% increase over the results of the previous year, which is also 7% higher than average. These figures show that persons with disability are becoming more conscious of the use of this Act within this important sector.
- The number of complaints within the accommodation sector remained very low when compared to the other sectors. The number of complaints within this sector increased by 4 complaints as it rose from 2 to 6. This amount represents 3% of the total sum of complaints, and constitutes only a 1% over last year's findings, and is equal to the average maintained over the nine years.

- The same can be said about the insurance sector, where the complaints increased from 1 to 2, and therefore by a single complaint. The percentage in relation to the total number of complaints is the lowest among all sectors at 1%, which also shows a 1% decrease in the 2% average across all years.

These figures clearly show that persons with disability in Malta are making use of this Act in order to improve the access sector, within which persons with disability continue to experience most discrimination. These persons in Malta are also feeling discriminated against within the provision of goods and services sector, which underwent the highest increase from among all sectors since the previous year. The utilisation of this Act within the education sector remained substantial, while the number of complaints within the employment sector remained between 8 and 13 per year.

Table 3 shows the outcomes of the 285 complaints considered by KNPD over the year. 140 complaints were closed while 139 are pending and are still being discussed. One of the cases KNPD was involved in and presented to the Arbitration Centre, regarding Rational Pharmacy in Birkirkara, was closed. KNPD filed a new case against Banif Bank while it also had Court cases going on. A judicial protest was filed in four other cases, one of which also regarded Banif Bank before the case was filed.

This table also shows how KNPD succeeded in concluding almost half, or 49%, of the complaints it investigated this year. This is a higher percentage than that attained over the previous year, which had amounted to 38%; this entails an 11% increase. Naturally, an increase in the number of closed cases can always be considered as a positive outcome, and implies not only a more efficient system but also, one hopes, more availability to ensure that society eliminates any discrimination against persons with disability.

The number of complaints for which proceedings were instituted in Court or the Arbitration Tribunal maintained the same levels as those of previous years. The number of cases was 7, or just 2% of the cases evaluated by KNPD over this period, which equals the percentage in the previous year. It is worth mentioning that one case which was presented to the Arbitration Centre was closed. These figures confirm the strategy adopted by KNPD of resorting to Court or the Arbitration Centre only in cases where negotiation, mediation and persuasion fail to resolve matters with those who refuse to cooperate by shunning any legal and social responsibilities towards persons with disability.

As already mentioned, the number of pending complaints which require further discussion totals 145. This figure shows a substantial increase of 32 complaints in comparison with the previous year, and therefore implies KNPD's continuing hard work within this sector.

Table 3 also provides an analysis of the complaints tackled by KNPD over the year, here classified according to types of complaints.

	<i>Emp</i>		<i>Educ</i>		<i>Acc</i>		<i>Serv</i>		<i>Hse</i>		<i>Ins</i>		<i>Total</i>	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
Closed	11	8	31	22	45	32	45	32	6	4	2	1	140	49
Discussed	-	-	33	24	89	64	16	12	-	-	1	1	139	49
Court: Case/Protest	-	-	1	17	5	83	-	-	-	-	-	-	6	2
Total	11	4	65	23	139	49	61	21	6	2	3	1	285	100

The majority of closed complaints regarded access and the provision of goods and services (45 complaints or 32% of complaints received). One may observe that KNPD succeeded in closing all cases related to the employment sector (11) and the accommodation sector (6). KNPD also concluded 31 complaints hailing from the education sector, which amounts to 22% of all complaints, while the 2 complaints resolved within the insurance sector amounted to 1% of the total number of complaints.

In the case of pending cases which require further consideration over the coming months, the majority of these (64%) are related to access. Six of these proceeded to Court when cases or judicial protests were filed. Five of these complaints regarded access issues, while the sixth is related to the education sector. The second highest number of pending complaints (33) addresses the education sector, while there are 16 open cases that regard the provision of goods and services sector.

ENTITIES AGAINST WHICH COMPLAINTS WERE MADE

KNPD investigates complaints made against various Maltese entities, whether they are public -- which include the government, parastatal entities, Local Councils, private bodies as well as the Church. Table 4 offers an analysis of the complaints received over the years, classified according to entities. This table shows that this year there were more complaints lodged against public entities (55%) than against the private sector (44%). This means that the former increased by 14%, from 41% to 55%. This percentage also shows a 6% decrease from the average of 61%.

TABLE 4: Entities against which complaints were made											
	Governme nt		Parastatal		Local Councils		Church		Private		Tota l
	<i>Nr</i>	%	<i>Nr</i>	%	<i>Nr</i>	%	<i>Nr</i>	%	<i>Nr</i>	%	
00/01	38	40	23	24	6	6	9	9	19	20	95
01/02	23	30	13	17	16	21	14	18	10	13	76
02/03	34	45	11	15	9	12	2	3	19	25	75
03/04	43	61	6	8	8	11	4	6	10	14	71
04/05	29	32	15	16	11	12	11	12	25	27	91
05/06	28	30	14	15	5	5	25	27	20	22	92
06/07	16	15	25	24	15	14	17	16	32	30	105
07/08	16	16	10	10	15	15	13	13	44	45	98
08/09	62	36	25	14	9	5	23	13	53	31	172
Total	289	33	142	16	94	11	118	13	232	27	875
00/09	9	3	2	6	4	1	8	3	2	7	

The most pronounced change in complaints occurred in relation to the government, which bore an increase of 20%, while the second greatest fluctuation happened within the private sector, where complaints diminished by 14%. This statistic

shows a continuation of the trend of persons with disability feeling more confident to complain against the government than against private entities. The third most manifest change was with regard to Local Councils, where complaints were reduced by 10%, and the fourth most evident shift occurred in confrontations with parastatal entities which increased by 4%. It is noteworthy to mention that complaints against the Church remained the same as the previous year, at 13%.

Table 5 offers a wider analysis of the complaints as made against various entities and sectors.

	Government		Parastatal		Local Councils		Church		Private		Total
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	
Emp	7	64	2	18	1	9	-	-	1	9	11
Educ	11	29	4	11	-	-	4	11	19	50	38
Acc	12	18	11	17	7	11	18	28	17	26	65
Serv	29	58	8	16	1	2	1	2	11	22	50
Hse	3	50	-	-	-	-	-	-	3	50	6
Ins	-	-	-	-	-	-	-	-	2	100	2
Total	62	36	25	8	9	5	23	13	53	31	172

By looking at this table one can observe that:

- The majority of complaints related to employment were made against the government (64%).
- The majority of complaints related to education targeted the private sector (50%), the reason being that KNPD is carrying out investigations on computing schools.
- With regard to access, the majority of complaints were made against the Church (28%). This is due to the fact that KNPD is currently collaborating with the Church on the conduction of an exercise to test whether at least the main entrances to parish churches are accessible to all. Other complaints against the private sector (28%), the government (18%), parastatal entities (17%) and Local Councils (11%) were also made.

- More than half of the complaints lodged against the provision of goods and services sector concerned the government (58%). The rest were made against the private sector (22%), parastatal entities (16%), and Local Councils and the Church (2%).

Table 6 offers another analysis of the 285 complaints that KNPD investigated over this year, which are classified according to entity and outcome.

TABLE 6: Outcome of complaints according to entities concerned								
	<i>Closed</i>		<i>Under Discussion</i>		<i>Court</i>		<i>Total</i>	
	Nr	%	Nr	%	Nr	%	Nr	%
Government	59	69	14	16	2	2	85	30
Parastatal	16	73	16	73	-	-	22	8
Local Councils	11	61	7	39	-	-	18	6
Church	9	16	46	84	-	-	55	19
Private	45	43	56	53	4	4	105	37
Total	140	49	139	49	6	2	285	100

From this table it is clear that KNPD managed to close 49% of the cases evaluated this year, which shows an 11% increase over last year's results. This is a telling sign of availability to help find solutions, thus minimising discrimination against people on account of their disability. The greatest number of closed complaints regarded parastatal entities (73% of cases), while the second and third greatest numbers of resolved cases involved the government (69%) and Local Councils (61%) respectively. The cases concluded for the private sector amounted to 43% while those involving the Church scored low at 16%. The latter is rather disappointing and shows that persons with disability rightly expect more help and availability from this sector.

COURT OR ARBITRATION

This year KNPD received seven cases for which proceedings were instituted in Court or the Arbitration Tribunal, when a case or a judicial protest was filed. The three Court cases are:

- The case against the Health Division regarding access to the Gzira Health Centre, since it operates from the second floor without a lift facility.
- The case against the Ministry for Education regarding the provision of medicine to students with disability in schools. Serious attempts to settle the dispute outside the Court are being made.
- The case against Banif Bank regarding access to its Head Office and its branches. Here too discussions are currently ongoing to solve the case outside the Court.

KNPD also presented the Rational Pharmacy case to the Arbitration Centre. Unfortunately this case was decided against KNPD and is now closed.

Besides, there are four cases about which judicial protests were presented to the Court. These are all related to physical accessibility and include St Anne's Hall in Marsascala, Sky Club in Paceville, Huggins Pub in Paceville and Banif Bank.

THE TEST OF REASONABLENESS BOARD

According to the Equal Opportunities Act, KNPD is obliged to receive complaints reporting discrimination, investigate them, and mediate between parties to resolve the dispute and, if deemed necessary, present the case to the Arbitration Centre or the Court. KNPD must also fulfil its role of giving advice regarding the law and its enforcement to persons with disability, their family members, and the rest of society which has obligations related to this law and which it must fulfil.

KNPD must fulfil this role within the parameters that this same law defines as 'reasonable' (Chapter IV). For this purpose, KNPD set up a board to aid it in the decisions regarding what is to be considered reasonable in particular cases. At the start of this year, the board was headed by Mr Joseph M. Camilleri, KNPD's acting chairman, replacing Mr Bezzina. The other members are Ms Marianne Debono, manager of the Equal Opportunities section within KNPD, Mr Gordon Caruana (a person with disability), Mr John Peel (a parent of a person with disability who cannot represent themselves), Mr Joseph B. Camilleri (from the public sector), and architect Dr Joseph Spiteri (technical consultant). Ms Alison Zammit is the board's secretary.

Often the decisions taken by the board are negotiated and therefore the majority of these cases come to be accepted as reasonable subject to certain conditions. The work carried out by this board over these past six years is reflected in Table 7.

TABLE 7: Test of Reasonableness Board														
	03/04		04/05		05/06		06/07		07/08		08/09		Total 03/09	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
Discussed cases	51		71		59		29		39		73		322	
Reasonable subject to certain conditions	30	59	27	38	15	25	11	38	15	38	27	37	125	39
Not reasonable	21	41	44	62	44	75	18	62	24	62	29	40	180	56
Further information requested											16	22	16	5
Referred to KNPD board											1	1	1	0

An absolute majority of cases discussed by the board contest the positions taken by KNPD when vetting development applications submitted to MEPA.

The number of cases considered by the board over this year increased from 39 to 73 complaints, which stands higher than the average of 54 complaints for the six years since the board was set in motion. This is a remarkable increase which is indicative of the hard work KNPD is involved in within this sector. The number of cases considered reasonable (subject to certain conditions) is at roughly the same level as those considered not reasonable (27 and 29 respectively). This shows considerable improvement on the previous year's results, which is a very positive factor.

CONSULTATION

KNPD gives a lot of importance to the educational aspect of this Act, and therefore throughout this year it persisted in offering a consultation service regarding the Act to both those who work directly in this sector, which include persons with disability, families, organisations and professionals, as well as persons and entities who have certain obligations with regard to this law, such as employers, service providers, and educational entities among others. There were several consultation sessions.

EQUAL OPPORTUNITIES ACT COMPLIANCE UNIT

KNPD has a small division within its secretariat that is responsible for enacting this law. This is composed of:

- Manager Ms Marianne Debono
- Services Officer Mr Elvin Sciberras
- Legal Consultant Dr Daniela Mangion

CONCLUSION

KNPD will continue to ensure that the Equal Opportunities (Persons with Disability) Act continues to function properly in order to ensure that persons with disability and their families benefit from the highest possible quality of life. This commitment will be strengthened if Malta, as it has committed itself to do, ratifies the International Convention on the Rights of Persons with Disability and, hopefully, the Non-Obligatory Protocol accompanying this Convention. Part of KNPD's work for the coming year is to continue to work in order to safeguard the EOA, as well as to ensure the quickest possible ratification of the Convention and its Protocol, and that our county works hard to implement it.

Fred Bezzina

Executive Director

Marianne Debono

Manager – Equal Opportunities Act Compliance Unit

Elvin Sciberras

Services Officer – Equal Opportunities Act Compliance Unit

IMPORTANT COMPLAINTS

In this section, KNPD will give a short account of the principal complaints it worked on this year. These will be divided into three sections:

- complaints which were closed for various reasons, primarily after a solution was found;
- complaints which are still being discussed; and
- complaints for which proceedings have been instituted in Court or in the Arbitration Tribunal.

Closed Complaints

Employment

Request for a ramp to be placed at the entrance of the workplace

KNPD received a complaint from a person with mobility impairment who was having difficulty with entering her place of work. Following discussions between KNPD and the Local Council, the latter accepted to build a ramp in compliance with guidelines, thus eliminating this obstacle.

Education

Lift at the Junior Lyceum Agius De Soldanis in Victoria, Gozo

KNPD received a complaint stating that despite the fact that there was a lift in this institution, it was not functioning. Persons with disability attending the school, staff and students were finding it difficult to cope without it. Following several written attempts by KNPD to address the problem to the Ministry for Gozo, the necessary measures were taken to ensure that the lift was fully functional.

Complaint about the Pathways course at MCAST

KNPD received a complaint about the Pathways course being offered at MCAST. This course aims to help persons with intellectual disability develop skills that would help them find employment. Following discussions with MCAST, an agreement was reached about resuming the course. Agreement was also reached upon the course entry requirements. This course was also extended to include Gozitan students.

Access

Access to the Regional Tribunal, Qormi

Another complaint received by KNPD regarded the limited physical access to the Regional Tribunal in Qormi, where persons with severe mobility impairment were encountering considerable problems when having to attend sessions there, with certain individuals not even being able to be present to defend themselves before the Tribunal. Following long discussions with the Qormi Local Council, the Joint Central Committee, and the Ministry for Justice and Home Affairs, KNPD could observe that the required modifications were carried out and that the Tribunal seat became accessible to all.

Hoist for St Luke's Hospital Pool

KNPD received a complaint that persons with physical disability could not avail of the hydrotherapy services at the pool in St Luke's Hospital because there was no hoist to help them (and the professional service providers) to get into the pool. After a series of long discussions with the hospital authorities, an agreement to purchase the hoist was reached. In fact the authorities honoured this agreement by purchasing the equipment, and at present the persons concerned can make use of the full hydrotherapy service in the hospital's pool.

Access to Cutajar Ltd, San Gwann

KNPD received a complaint about the entrance to this shop, deeming it non-compliant with KNPD's guidelines, despite the fact that it had approved the plans before the MEPA permissions were issued. The owner was contacted and accepted to make the necessary changes by carrying out certain modifications to the ramp and attaching the required handrails.

Access during Notte Bianca

KNPD received a complaint from persons with disability regarding a lack of arrangements to make the event accessible to all. Following a meeting with the Malta Council for Culture and the Arts, the latter accepted KNPD's suggestions that persons with disability should be consulted when preparations for such activities were taking place (including Carnival). A strategy and structure were set up to guarantee long-standing cooperation and coordination between the two parties.

Access to Isle of MTV, The Granaries, Floriana

Persons with disability with severe mobility impairment inquired with KNPD about whether this year's concert would be accessible to them. KNPD contacted the Malta Tourism Authority, the organising body of this event, which immediately accepted to consult persons with disability about the preparations for the concert to thus ensure good access. This is in fact what happened, although there is still room for improvement.

Access to the Carmelite Priory Museum, Mdina

KNPD received a complaint that the wooden railing that used to form part of the ramp that led to the museum had been removed. This railing was essential for guaranteeing the safety of wheelchair users. KNPD's investigations led it to the discovery that a few days later, even the ramp had been removed. It immediately drew the attention of the museum's manager who assured it that the railing had been removed because it had to undergo modifications, while the ramp had also been removed in order to avoid any danger. Some time later, the ramp and the railings were re-installed on the site.

Provision of Goods and Services

Gozo Channel Service

KNPD continued to work on making sure that the service offered by Gozo Channel is really accessible to persons with disability, especially those with physical disability. It also made sure that everybody was aware of such services by, for example, the issuing of a leaflet that would be distributed to the public. There was a general agreement on this and the company also accepted that KNPD would give talks to all Gozo Channel employees to help them attain greater awareness of this sector. It was agreed that the company would publish a leaflet of the services it offers in this respect, which was published this year.

Air Travel with a Guide Dog

KNPD received a complaint from a visually impaired person who was asked to pay for an extra seat on board for the guide dog. KNPD investigated the case and maintained that this did not only go against the Equal Opportunities Act, but also against the EU directive regarding air travel and persons with disability which came into force in July 2008. Following discussions with travel company Easy Jet, KNPD was informed that it had amended its procedure in order to conform to the Act and the directive, thus eliminating such discrimination and allowing the case to be concluded.

Complaints being discussed

Education

Access in Computing Schools

KNPD received various complaints that persons with disability were experiencing great difficulty in following computing courses due to the fact that these are given on premises that are not physically accessible by them. Last year, KNPD wrote to various schools that offer such courses in order to ascertain an end to such complaints. Over this year, KNPD continued to exercise this practice and wrote to various other schools that provide this service. At the same time, MCAST issued a call for tenders so that, aided by EU funds, it would be able to buy educational services from a number of those

schools. MCAST required the tender winners to operate from accessible premises, according to EU regulations. The exercise carried out by KNPD was complemented by MCAST's activity within the sector. This year, KNPD signed an agreement with two schools which offer computing courses, with the latter committing themselves to offering equal opportunities to clients and their employees, through various methods as required by the Equal Opportunities (Persons with Disability) Act. On the other hand, it appears that the exercise initiated by KNPD in order to ensure that these schools operate from premises that are accessible to all will be a lengthy one. Nevertheless, KNPD is committed to the continuation of this work due to its strong conviction in the importance of rendering such services available to persons with disability.

Access

Access at Junior College

After KNPD received complaints from persons with physical disability regarding lack of access at Junior College, contact with the University of Malta, which holds the college under its wing, was established. The University accepted to inspect the premises in the presence of a KNPD architect, so that the main problems would be identified. KNPD has been informed that plans addressing this problem were presented to MEPA.

Aula Magna at the Old University

KNPD continued its work towards rendering accessible the Aula Magna at the Old University building in Valletta. Initially problems were experienced due to the fact that part of the premises did not form part of University. Currently the whole building is under the University's wing and plans for the installation of a lift to provide access to all floors are in hand. In this regard, an application was submitted to MEPA this year, and works will commence as soon as a permit is issued.

Road Access

KNPD continued to receive complaints that a number of arterial and residential roads were still being built without conforming to the KNPD guidelines. With regard to residential roads, KNPD discusses each case with Local Councils, while cases regarding arterial roads were presented to the Malta Transport Authorities.

This year KNPD met twice with the Transport Authority, following past meetings with the minister concerned, the Hon. Austin Gatt, as well as with the chairman Mr Simon Vella. During its meetings with the Transport Authority, it was decided that KNPD should be informed about those roads that fall under the jurisdiction of the ADT or the Local Councils. Regarding the roads for which the ADT is responsible, KNPD is to be informed whether the necessary works have been carried out.

Access to Perch Beach

KNPD received a complaint that development in this bay was not done according to the MEPA permit. Although this beach has a good ramp, a wooden pathway on the beach and accessible sanitary facilities (when these are actually open), these could have been done in a better way. Moreover, no hoist has been installed even though this was included in the permits approved by MEPA to help persons with disability descend into the sea. Following discussions between the two sides, all the necessary improvements except the hoist were made. Due to the risk a hoist would run when exposed to the natural elements, it was agreed that two wheelchairs with balloon tyres would be acquired instead, and could be easily utilised on sand. KNPD advised that these should first be tested in two different bays, and if deemed efficient, the purchase of two wheelchairs per bay could be considered.

Department of Social Security District Offices

The Social Security Department carried out a detailed study of each district office, with the aim of drawing up a plan of rendering these offices as accessible as possible over a period of time. Unfortunately, for a time nothing was being done despite constant pressure from KNPD; however this year KNPD was provided with a plan with a time limit regarding works in district offices. KNPD will continue to follow this complaint to ensure that the given plan is adhered to.

Access to Health Centres

KNPD received various complaints that the Health Centres of the Health Division were not accessible to everyone and, in many cases, could not be used even by the elderly. It was agreed that representatives of KNPD and the Health Division would compile an audit of these Health Centres and make recommendations about how access in these centres can be

increased as much as possible. However, despite the fact that some time has passed since and that KNPD has repeatedly requested a plan to be carried out within a reasonable period of time, no progress has been registered to date.

Parish Churches in Malta

KNPD continued its work to ensure that at least the main entrances to parish churches are rendered accessible to all according to KNPD guidelines. Over the year work continued to be carried out on a substantial number of churches to render them accessible, while discussions are currently being held about other churches. The work began after an informal meeting between KNPD and Archbishop Pawl Cremona and Pro-Vicar General Anton Gouder. A meeting was reached about the need for maximum effort to solve the problem in a reasonable manner and within the shortest possible period of time. In fact KNPD is currently in regular contact with Mgr Gouder in order to ensure that this aim is fulfilled. Some progress has been registered, although it is unfortunately moving at a very slow pace.

Parish Churches in Gozo

KNPD experienced the same problem with parish churches in Gozo, and a KNPD delegation had met Archbishop of Gozo Mario Grech to discuss the matter. This year KNPD held another meeting with the Archbishop because it had registered very little progress. The only improvement observed regarded access to Ta' Pinu Sanctuary. During this meeting KNPD was assured that the Gozitan Diocese was committed to granting access to at least two parish churches per year. For 2009, the Diocese indicated the Xaghra and Sannat parish churches.

Riviera Hotel

KNPD received a complaint that the Riviera Hotel in Cirkewwa, which opened after the year 2000 having conformed to KNPD guidelines, has, at present, fewer accessible rooms than it previously had and as is stipulated in the guidelines. It was discovered that the management had converted a number of these rooms into offices. A meeting was held with the hotel management, where the latter didn't agree with having to increase the number of accessible rooms in order to conform to the MEPA permit and KNPD guidelines. KNPD will continue to work towards a solution to the problem.

Access to Lombard Bank

KNPD received a complaint that the Lombard Bank branches were not accessible to all. As with all other local banks, the management was contacted and accepted to meet with KNPD representatives in order to discuss access. During the meeting it was established that an audit of all Lombard branches should be compiled within a stipulated period of time, with the aim of maximising their accessibility. KNPD will continue to closely follow this case in order to ensure that the work is carried out.

Access to APS Bank Branches

KNPD was informed that APS Bank had opened a branch in Birkirkara that was not accessible to everyone. The Bank agreed to make this branch reasonably accessible to everyone within a short time. However KNPD felt that it should extend this complaint to include all branches, as was done with all other local banks. Following a meeting with the management, it was agreed that an audit of all APS branches should be compiled and followed by a plan for necessary modifications, which would be completed within a stipulated period of time.

Access in Marks & Spencer shops

Persons with disability complained to KNPD that Marks & Spencer shops in Valletta are not accessible to all. After the management was contacted, it was agreed that a meeting with KNPD would be held on site, where major problems in the building would be identified. Subsequently, a report was sent to owners requiring them to present plans to eliminate problems and render the outlets accessible to all within a reasonable amount of time.

McDonald's Establishments and Food Chains

KNPD received a number of complaints that a number of food establishments belonging to these two companies were not accessible to all. KNPD held meeting with the management of both companies in order to explore possibilities for maximising accessibility within these establishments. In both cases, it was agreed that an audit would be compiled,

followed by a plan to be fulfilled within a reasonable time. KNPD also drew the attention to the fact that the McDonald's premises in Republic Street, Valletta had undergone refurbishment that did not respect accessibility. Discussions regarding these complaints are still ongoing.

The New Euro Pharma Shop in Birkirkara

Another complaint made to KNPD claimed that the new Euro Pharma shop in Birkirkara was not accessible to persons with physical disability, despite the fact that it sold equipment for persons with such disability. KNPD met with the company's representatives, where it was agreed that a platform lift would be installed inside the shop, an audit of all of the company's outlets would be compiled, and an agreement, which would bind the company to offer equal opportunities to all, signed by both parties. With regard to the Birkirkara shop, the company submitted an application to MEPA for the installation of a platform lift as agreed.

Provision of Goods and Services

Access to television programme Xarabank

Persons with hearing impairment complained to KNPD that the television programme *Xarabank* was inaccessible to them. KNPD proposed to the programme producers and PBS that a broadcast of a Maltese sign language version of the programme should be attempted. Following initial technical difficulties due to the nature of the programme, KNPD was presented with a DVD of a programme in sign language. After consulting persons with hearing impairment, KNPD advised the programme technicians to proceed with the version. KNPD will continue to monitor this case in order to ensure that the programme can be followed by everybody.

Lack of subtitles on television programmes broadcast on GO

KNPD received complaints by persons with hearing impairment who observed that television programmes being offered by GO were inaccessible to them due to the fact that they could not access the subtitles provided with programmes as is

usual with other companies, including local ones. When the company was contacted, KNPD was informed that subtitles were currently only available with channels that provided the service via teletext, but they could not offer the same facility for channels that used other streaming systems. In fact discussions are currently being held to tackle this difficulty with the authorities concerned. KNPD will continue to follow this case to ensure that persons with hearing impairment have access to television programmes like everybody else.

Insurance

Insurance for Persons with Disability with Middlesea and Bank of Valletta

KNPD continued to work on the complaint that Bank of Valletta was offering a Middlesea insurance policy whose prospectus indicated that the insured person's family members with disability would not be covered by the insurance. Middlesea informed KNPD that this was not the case, and KNPD therefore requested that Bank of Valletta should change the wording in the prospectus. Unfortunately, despite several attempts and meetings, this has not been rectified yet. KNPD will continue to follow the case in the attempt to solve this problem.

Court or Arbitration

Education

The Provision of Medicines in Schools

KNPD continued investigating complaints regarding a number of students who were either not receiving the required medicine during their school hours, or whose parents would have to pay a daily visit (sometimes more) to the school in order to administer the medicine to their children. In spite of the fact that KNPD cooperated with the Ministry for Education and participated in a task force to make the required recommendations, no solution has been reached. KNPD was left with no other option except to present a judicial protest and subsequently file a case against the Ministry. Court hearings on the case were held throughout this year. KNPD proceeded to explore all possibilities to solve the problem outside the court.

Access

Rational Pharmacy in Birkirkara

KNPD received complaints that this pharmacy had undergone extensive refurbishment but it still did not grant access to all. It resulted that the MEPA permits required it to install a platform lift. Following several discussions, both sides agreed to present the case to the Arbitration Centre. The case is now closed. Unfortunately the arbitrators accepted the argument presented by the pharmacy management, which claimed that installing a platform lift which would suffer damage every year would not be reasonable.

Gzira Health Centre

KNPD proceeded with the court case against the Health Division regarding accessibility at Gzira Health Centre, due to the fact that it is not physically accessible to everybody, being situate on the first floor and having no lift facility. This case has been pending for a long period of time, and KNPD is very much concerned about the fact that cases which regard such rights take so long to be heard and to be concluded.

Banif Bank

KNPD received a complaint that Banif Bank opened a branch in St Julians where access to all was not granted, despite MEPA-approved plans showing otherwise. Following discussion, the bank explained that it had made a mistake, and that part of the property which had been assumed to belong to the bank did not actually belong to the latter. The ramp could not therefore be installed in the intended place. Instead, without consulting KNPD, the bank installed a platform lift whose measurements do not conform with KNPD guidelines, in addition to the fact that there is a step that leads to this lift. It was also discovered that the bank's main office was not accessible to all. Later, the Banif branch that was opened at PAVI Supermarket in Qormi also proved inaccessible except for the reception area. The bank had promised that it would install a lift on the PAVI premises within a few weeks.

KNPD could not accept this situation, and although it was prepared to reach a consensus, it insisted that the bank should adopt a general equal opportunities policy, that the main office should become accessible and that future branches should

be fully accessible from the start. Contrary to KNPD's opinion, the bank maintained that the main office was accessible and requested a short period of time in which to render accessible all offices to be opened in future. KNPD was prepared to accept the request upon the issue of a bank guarantee, as happens with other entities. Since an agreement could not be reached, KNPD initially presented a judicial protest, which was then followed by a court case against this bank.

St Anne's Hall, Marsascalà

KNPD presented a judicial protest in court, aimed at the owner of St Anne's Hall in Marsascalà for not having provided access to all. KNPD allowed the owner six months to rectify the situation, and should this not be honoured, KNPD will have no other choice but to present a case in court.

Huggins Pub, Paceville

KNPD presented a judicial protest against the owner of Huggins Pub in Paceville. The owner had refrained from replying to KNPD's letters, as required by law. These letters contained requests to render the place accessible to all.

Sky Club, Paceville

KNPD filed a judicial protest against the Sky Club Paceville owner. In spite of the fact that he had issued a bank guarantee to ensure that the place would be rendered accessible within a stipulated time, the owner failed to do so. KNPD will continue to insist that the owner must honour the agreement established between the two sides and respect the obligations placed upon him by the Equal Opportunities Act.

4	Government	Discussed	FTS	Access to stage	December 2006
5	Parastatal	Closed	MCAST	Physical access and access to courses held at MCAST	January 2008
6	Private	Discussed	Compex Computer	Access in computing school	August 2008
7	Private	Discussed	Computer Domain	Access in computing school	August 2008
8	Private	Closed	Deloitte & Touche	Access in computing school	August 2008
9	Private	Discussed	Electronic Products	Access in computing school	August 2008
10	Private	Discussed	Execu Train	Access in computing school	August 2008
11	Private	Discussed	Holistic Technologies	Access in computing school	August 2008
12	Private	Discussed	Horizon 2000	Access in computing school	August 2008
13	Private	Closed	Infotech	Access in computing school	August 2008
14	Private	Discussed	Integrated Business Systems	Access to computing school	August 2008
15	Private	Discussed	ITIS	Access to computing school	August 2008
16	Private	Closed	IT Services	Access to computing school	August 2008
17	Private	Closed	JPS	Access to computing school	August 2008
18	Private	Discussed	Key Training	Access to computing school	August 2008
19	Private	Discussed	Learn Key	Access to computing school	August 2008
20	Private	Discussed	Malta Institute for Computer Studies	Access to computing school	August 2008
21	Private	Closed	Maniscalco	Access to computing school	August 2008
22	Private	Closed	Ms Micallef	Access to computing school	August 2008
23	Private	Discussed	STC Training	Access to computing school	August 2008
24	Private	Discussed	St Mark's	Access to computing school	August 2008
25	Private	Discussed	St Martin's	Access to computing school	August 2008
26	Private	Discussed	TCTC	Access to computing school	August 2008
27	Private	Closed	Golden Flower	Access to computing school	August 2008

EDUCATION NEW COMPLAINTS

No	Sector	Status	Entity	Complaint	Opened
1	Parastatal	Closed	University of Malta	Request for accommodation in the Archaeology course	October 2008
2	Government	Closed	Education Division	Post-secondary education	October 2008

3	Private	Closed	Swatar Training Centre	Access to computing school	October 2008
4	Private	Closed	Tudor	Access to computing school	October 2008
5	Private	Closed	Learn IT Innovate Training Institute	Access to computing school	October 2008
6	Private	Discussed	Innovate Training Institute	Access to computing school	October 2008
7	Private	Discussed	Computime Ltd	Access to computing school	October 2008
8	Private	Closed	IT Services Ltd	Access to computing school	October 2008
9	Private	Discussed	Quantum Solutions	Access to computing school	October 2008
10	Private	Discussed	St Thomas	Access to computing school	October 2008
11	Church	Closed	St Augustine College	Extracurricular activities	October 2008
12	Parastatal	Discussed	University of Malta	Access at Junior College	October 2008
13	Parastatal	Closed	University of Malta Lily of the Valley School	Accommodation due to visual impairment	October 2008
14	Government	Closed	Lily of the Valley School	Accessible transport	November 2008
15	Private	Discussed	Future Focus	Access in computing school	December 2008
16	Government	Closed	Education Division Mtarfa Secondary School	Access to classrooms for professionals	November 2008
17	Government	Closed	Mtarfa Secondary School	Physical access in school	January 2009
18	Government	Closed	Education Division	Ill treatment	February 2009
19	Government	Closed	Education Division	Lack of participation in a school activity	January 2009
20	Government	Closed	Education Division	Shortage of personnel San Miguel School	March 2009
21	Church	Closed	Church	Application for Church school	March 2009
22	Government	Closed	Ministry for Gozo	Access at Agius De Soldanis Junior Lyceum (Victoria)	December 2008
23	Church	Closed	Church	Accessible transport	April 2009
24	Parastatal	Closed	MCAST Link School of English	Pathways course at MCAST	April 2009
25	Private	Closed	Euro Canadian	Access in school	May 2009
26	Private	Discussed	Electronics Ltd	Access in computing school	May 2009

27	Private	Discussed	Educational Support Serv. Ltd	Access in computing school	May 2009
28	Private	Discussed	Computer Advisory Service	Access in computing school	May 2009
29	Private	Discussed	Trigold Ltd	Access in computing school	May 2009
30	Private	Discussed	Success Malta Ltd Learning &	Access in computing school	May 2009
31	Private	Discussed	Development Centre	Access in computing school	May 2009
32	Private	Discussed	IT Studies Centre	Access in computing school	May 2009
33	Private	Discussed	Hi-Tex Computer Centre	Access in computing school	May 2009
34	Private	Discussed	Exor Computer Training Centre	Access in computing school	May 2009
35	Government	Closed	Education Division	Transport to San Miguel School	May 2009
36	Church	Closed	Education Division	Educational programme	June 2009
37	Government	Closed	Education Division	Accessible transport	July 2009
38	Government	Closed	Education Division	Accessible transport	September 2009

ACCESS - COMPLAINTS MIS-SNIN TA' QABEL

No	Sector	Status	Entity	Complaint	Opened
1	Government	Discussed	Health Division	Lack of access to main entrance of Evans Building	November 2000
2	Government Local	Court Case	Health Division	No lift at Gzira Health Centre	July 2001
3	Councils	Closed	Qormi Local Council	Lack of access to Regional Tribunal	August 2002
4	Church	Discussed	Gharb Parish San Gwann Band	Access to main entrance of parish church	August 2002
5	Private	Discussed	Club St Anthony Band	Lack of access	March 2003
6	Private Local	Discussed	Club Birkirkara	Lack of access	August 2003
7	Councils	Discussed	Mgarr Local Council	Lack of access	March 2004
8	Private	Discussed	Valletta Waterfront	Lack of access	August 2004

9 Church	Discussed	Dingli Parish	Access to main entrance of parish church	October 2004
10 Church	Discussed	Fgura Parish	Access to main entrance of parish church	October 2004
11 Private	Closed	Calypso Hotel	Lack of access	November 2004
12 Parastatal	Discussed	ADT	Lack of access on pavements	July 2005
13 Private	Discussed	Hilton Hotel	Lack of access	September 2005
14 Parastatal	Discussed	University of Malta	Lack of access at Aula Magna	October 2005
15 Government	Discussed	Social Security Department	Lack of access to district offices of the Social Security Department	November 2005
16 Private	Discussed	Empire Cinema	Lack of access to theatre	March 2006
17 Local Councils	Discussed	Naxxar Local Council	Lack of access in Sgħajtar Road, Naxxar	March 2006
18 Local Councils	Discussed	Mosta Local Council	Lack of access in L-Aħwa Galea Street, Mosta	March 2006
19 Church	Discussed	St Julians Parish	Access to main entrance of parish church	March 2006
20 Government	Closed	Ministry for Infrastructure	Access in roads of the Grand Harbour Marina, Vittoriosa	April 2006
21 Church	Discussed	St Gaetan Parish	Access to main entrance of parish church	April 2006
22 Church	Discussed	St George (Victoria) Parish	Access to main entrance of parish church	April 2006
23 Church	Discussed	Xaghra Parish	Access to main entrance of parish church	April 2006
24 Private	Court/Protest	Saint Anne Hall, Marsascula	Access to hall	July 2006
25 Government	Discussed	Public Registry	Access to Public Registry Office	July 2006
26 Church	Discussed	Lija Parish	Access to main entrance of parish church	August 2006
27 Church	Discussed	Manikata Parish	Access to main entrance of parish church	August 2006
28 Church	Discussed	Luqa Parish	Access to main entrance of parish church	August 2006
29 Government	Discussed	Health Division	Lack of access to health centres	August 2006
30 Government	Discussed	Belvedere Mdina	Lack of access	October 2006
31 Private	Court/Protest	Huggins Pub	Lack of access	January 2007
32 Private	Closed	Footloose Pub	Lack of access	January 2007
33 Private	Closed	Plush Pub	Lack of access	January 2007

34 Private	Discussed	Għall-Kafe' Burger King, Paceville	Lack of access Lack of access	January 2007
35 Private	Closed			January 2007
36 Private	Closed	Empire Pub	Lack of access	January 2007
37 Church	Discussed	Kercem Parish	Access to main entrance of parish church	March 2007
38 Church	Discussed	Munxar Parish	Access to main entrance of parish church	March 2007
39 Church	Discussed	Cathedral Parish, Victoria	Access to main entrance of parish church	March 2007
40 Church	Discussed	Xlendi Parish	Access to main entrance of parish church	March 2007
41 Church	Discussed	Mellieha Parish	Access to main entrance of parish church	March 2007
42 Church	Discussed	Mgarr, Malta Parish	Access to main entrance of parish church	March 2007
43 Church	Discussed	Mqabba Parish	Access to main entrance of parish church	March 2007
44 Church	Discussed	Msida Parish	Access to main entrance of parish church	March 2007
45 Private	Closed	Rational Pharmacy, Birkirkara	Access to pharmacy	March 2007
46 Government	Closed	Passport Office	Lack of access	May 2007
47 Government	Discussed	Ministry for Tourism	Access to Bugibba Bay	June 2007
48 Parastatal Local	Discussed	Heritage Malta	Lack of access to Heritage Malta exhibitions	August 2007
49 Councils	Discussed	Zejtun Local Council Ta' Pawlu, Mgarr	Timed reserved parking for persons with disability	June 2008 November 2007
50 Private	Discussed	Gozo	Lack of access	November 2007
51 Church	Discussed	Catholic Institute	Lack of access	2007
52 Private	Court Case	Banif Bank	Access to bank branches	January 2008
53 Government	Closed	Health Division	Hoist in physiotherapy pool at St Luke's	January 2008
54 Church	Discussed	Zabbar Parish	Access to main entrance of parish church	January 2008
55 Church	Discussed	San Gwann Parish	Access to main entrance of parish church	January 2008
56 Church	Closed	Ta' Pinu Sanctuary St Augustine Parish, Valletta	Access to main entrance of church	February 2008
57 Church Local	Discussed		Access to main entrance of parish church	February 2008
58 Councils	Closed	Gzira Local Council	Restricted reserved parking in front of parish church	March 2008

59 Church	Discussed	APS Bank	Access to APS Bank branches	April 2008
60 Private	Closed	TipToes	Lack of access to TipToes shop, Birkirkara	April 2008
61 Private	Closed	Cutajar Ltd	Lack of access to Cutajar Ltd, San Gwann	April 2008
62 Church	Discussed	Qrendi Parish	Access to main entrance of parish church	April 2008
63 Church	Discussed	Paola Parish	Access to main entrance of parish church	April 2008
64 Church	Discussed	Stella Maris Parish	Access to main entrance of parish church	April 2008
Local				
65 Councils	Closed	Valletta Local Council	Reserved parking in St Paul's Street, Valletta	April 2008
		San Pawl tat-Tarġa		
66 Church	Discussed	Church	Access to main entrance of parish church	June 2008
67 Private	Discussed	McDonald's	Physical access on McDonald's premises	June 2008
68 Private	Discussed	Food Chain Holdings	Physical access in Food Chain Holdings Ltd stores	June 2008
69 Parastatal	Discussed	ADT	New pavement in Church Street, Xaghra	June 2008
70 Private	Discussed	Excelsior Hotel	Lack of access in hotel	July 2008
Local				
71 Councils	Closed	Sliema Local Council	Reserved parking near Fortina Hotel	July 2008
Local		St Paul's Bay Local		
72 Councils	Closed	Council	Obstacles to pavement in Triq Korp il-Pijunieri, Qawra	July 2008
73 Private	Closed	Golden Sands Hotel	Lack of access	August 2008
74 Private	Closed	Bank of Valletta	Lack of access to Birzebbugia branch	August 2008

ACCESS NEW COMPLAINTS

No	Sector	Status	Entity	Complaint	Opened
	Local			Reserved parking for persons with disability utilised by cars	
1	Councils	Closed	Police Commissioner	without a blue sticker	October 2008
2	Private	Closed	NNG Promotions	Lack of access to Michael Bolton concert	October 2008
			Government Property		
3	Government	Discussed	Division	Lack of access at House of Catalunya, Valletta	October 2008
4	Government	Closed	MCCA	Lack of access at Notte Bianca	October 2008
5	Parastatal	Closed	University of Malta	Lack of access in Temi Zammit Hall	October 2008
6	Parastatal	Discussed	ADT	Access in pedestrian zone	October 2008
	Local				November
7	Councils	Closed	Victoria Local Council	Reserved parking	2008

8	Parastatal	Closed	ADT	Review Panel decision	November 2008
9	Private	Discussed	Joinwell Ltd	Lack of access to new <i>showroom</i>	November 2008
10	Private	Discussed	China House Restaurant, Paceville	Lack of access in restaurant	December 2008
11	Church	Discussed	St Anthony Church, Birkirkara	Access to main entrance of church	December 2008
12	Private	Discussed	Diamonds International, Portomaso	Lack of access in <i>showroom</i>	December 2008
13	Government	Closed	Police Commissioner	Special permission to reach main entrance by car	January 2009
14	Government	Discussed	St James Cavalier	Accessible toilet	January 2009
15	Church	Discussed	St Francis Church, Valletta	Access to main entrance of parish church	January 2009
16	Local Councils	Closed	Nadur Local Council	Access to main entrance of parish church	February 2009
17	Private	Discussed	Eden Leisure Group	Lack of access on pavements in Nadur	March 2009
18	Private	Discussed	Riviera Hotel	Arrangements for access to cinema theatres and Eden Superbowl	March 2009
19	Private	Discussed	Michele Peresso Ltd	Lack of access	March 2009
20	Local Councils	Closed	Zabbar Local Council	Lack of access at the new Euro Pharma	March 2009
21	Parastatal	Discussed	ADT	Lack of access on pavements in Zabbar	March 2009
22	Parastatal	Discussed	ADT	No ramp on pavement	April 2009
23	Parastatal	Discussed	ADT	Zebra Crossing without a ramp	April 2009
24	Government	Discussed	Police Commissioner	Ramps blocked by cars	April 2009
25	Private	Discussed	Dolmen Hotel, Qawra	Lack of access	April 2009
26	Government	Closed	Mater Dei Hospital	Reserved parking occupied by vehicles without a blue sticker	March 2009
27	Government	Closed	Swatar Centre	Lack of reserved parking	April 2009
28	Parastatal	Discussed	Lombard Bank	Access at Lombard Bank branches	April 2009
29	Government	Closed	MTA	Accessible ramp at Exiles	May 2009
30	Parastatal	Closed	GO plc	Blocked pavement	June 2009
31	Parastatal	Closed	ADT	Reserved parking	June 2009
32	Government	Closed	Housing Authority	Broken lift which remained unfixed	June 2009

32 Church	Closed	St Helen Parish, Birkirkara	Need for a railing for ramp at church entrance	May 2009
33 Private	Discussed	Marks & Spencer Penang Restaurant,	Physical access in Marks & Spencer outlets	May 2009
34 Government	Discussed	St Julians	Physical access	June 2009
35 Church	Discussed	Xghajra Parish	Access to main entrance of church	June 2009
36 Church	Discussed	Marsascala Parish	Access to main entrance of church	June 2009
37 Church	Discussed	Zejtun Parish	Access to main entrance of church	June 2009
38 Church	Discussed	St Sebastian Parish, Qormi	Access to main entrance of church	June 2009
39 Private	Closed	MTA	Physical access to Isle of MTV, Floriana Granaries	June 2009
40 Church	Closed	Pembroke Parish	Access to main entrance of church	June 2009
41 Church	Discussed	Tarxien Parish	Access to main entrance of church	June 2009
42 Church	Discussed	Santa Lucija Parish (Malta)	Access to main entrance of church	June 2009
43 Church	Discussed	St Mary Parish, Birkirkara	Access to main entrance of church	June 2009
44 Church	Discussed	St Joseph Parish, Birkirkara	Access to main entrance of church	June 2009
45 Church	Discussed	St Gregory Parish, Sliema	Access to main entrance of church	June 2009
46 Church	Discussed	Safi Parish	Access to main entrance of church	June 2009
47 Church	Discussed	Siggiewi Parish	Access to main entrance of church	June 2009
48 Church	Discussed	Zurrieq Parish	Access to main entrance of church	June 2009
49 Church	Discussed	St George Parish, Qormi	Access to main entrance of church	June 2009
Local				
50 Councils	Closed	Pieta' Local Council	Reserved parking	June 2009
51 Private	Closed	Maltapost plc	Blocked pavement ramp	July 2009
Local				
52 Councils	Discussed	Pieta' Local Council	Reserved parking	July 2009
		Malta International		
53 Private	Closed	Airport	Abuse of reserved parking	July 2009
54 Parastatal	Discussed	ADT	Reserved parking	July 2009

55	Government	Closed	Police Commissioner	Abuse of reserved parking	July 2009
56	Government	Discussed	Police Commissioner	Reserved parking during feast	July 2009
57	Parastatal	Closed	ADT	Reserved parking near Gzira Health Centre	July 2009
58	Parastatal	Closed	ADT	Physical access to house and on pavement in Dingli	July 2009
59	Private	Discussed	Sa Maison Bar	Blocked pavement	August 2009
60	Private	Court/Protest	Sky Club, Paceville Le Meridien Hotel,	Access to disco	July 2009
61	Private	Discussed	Balluta	Access in hotel	July 2009
62	Private	Closed	Hotel Carmelite Priory	Request for accessible timeshare apartments	August 2009
63	Church	Closed	Museum, Mdina	Access to entrance	August 2009
64	Private	Discussed	China Town Cuisine	Access to restaurant	September 2009
	Local		Floriana Local		September 2009
65	Councils	Discussed	Council	Access on pavements	2009

PROVISION OF GOODS AND SERVICES COMPLAINTS FROM PREVIOUS YEARS

No	Sector	Status	Entity	Complaint	Opened
1	Private	Discussed	Bank of Valletta	Inaccessible website	March 2005
2	Private	Discussed	Melita plc	Inaccessible website	March 2005
3	Private	Discussed	Self-drive Car hire garages	Provision of accessible services	June 2006
4	Church	Discussed	Gozo Church	Inaccessible website	August 2006
5	Church	Discussed	Malta Church	Inaccessible website	January 2006
6	Parastatal	Closed	Gozo Channel	Service on Gozo Channel ferries	January 2007
7	Parastatal	Discussed	ADT	Changes in public transport timetable	January 2007
8	Parastatal	Discussed	ADT	Access to Valletta Park & Ride	February 2007
9	Private	Discussed	Where's Everybody?	Access to <i>Xarabank</i> programme	April 2007
10	Church	Discussed	APS Bank	Inaccessible website	April 2008
11	Private	Discussed	Yellow Pages	Inaccessible website	June 2008

PROVISION OF GOODS AND SERVICES NEW COMPLAINTS

No	Sector	Status	Entity	Complaint	Opened
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1	Government	Closed	Ministry for Social Policy	Financial benefit	October 2008
2	Government	Closed	Health Division	Service given to persons with disability	October 2008
3	Government	Closed	Individual	Abuse on persons with disability	December 2008
4	Local Councils	Discussed	Birkirkara Local Council	Permission for entry of vehicle near school	November 2008
5	Government	Closed	Mount Carmel Hospital	Required treatment	October 2008
6	Government	Closed	Health Division	IPU at St Luke's Hospital	January 2009
7	Government	Closed	Health Division	Special permit for St Luke's Hospital	January 2009
8	Government	Closed	Dar il-Kaptan	Required treatment	January 2009
9	Private	Closed	Casa Arkati	Payment for services	February 2009
10	Parastatal	Discussed	Gozo Channel	Information on Gozo Channel services	February 2009
11	Parastatal	Closed	Enemalta	Financial support for study and to open a constitutional case	February 2009
12	Government	Closed	Mater Dei Hospital	Special Identity Card	February 2009
13	Private	Closed	Easy Jet	Guide dog use	March 2009
14	Government	Closed	Police Commissioner	Reserved parking	March 2009
15	Parastatal	Closed	ADT	Driving license	April 2009
16	Parastatal	Discussed	GO plc	Lack of subtitles on programmes	April 2009
17	Private	Closed	Razzett tal- <input type="checkbox"/> biberija	Summer school	April 2009
18	Government	Closed	Health Division	Pharmacy of your Choice	April 2009
19	Government	Closed	Department for the Elderly	Home Help	April 2009
20	Government	Closed	Police Commissioner	Reserved parking	March 2009
21	Government	Closed	Electoral Commission	Right to secret vote	April 2009
22	Government	Closed	Social Security Department	Pensions for persons with disability	October 2008
23	Private	Closed	Razzett tal- <input type="checkbox"/> biberija	Summer school	May 2009
24	Government	Closed	Health Division	Special Identity Card in hospital	May 2009
25	Government	Closed	Health Division	Complaint about ill treatment by hospital security personnel	May 2009

26	Church	Closed	Marsascala Parish	Summer school	June 2009
27	Government	Closed	Police Commissioner	Ill treatment	June 2009
28	Government	Closed	Social Security Department	Illness benefits	June 2009
29	Government	Closed	Electoral Commission	Access in place of voting	June 2009
30	Private	Closed	Individual	Abuse	June 2009
31	Government	Closed	Social Security Department	Ill treatment	May 2009
32	Government	Closed	Enemalta	Electricity bills	May 2009
33	Government	Closed	Social Security Department	Social Security Benefits	June 2009
34	Government	Discussed	Parliamentary Secretary for Public Consultation	Access to applications for ERDF ESF funds	June 2009
35	Parastatal	Discussed	GO plc	Inaccessible website	July 2009
36	Parastatal	Closed	ADT	Reserved parking	July 2009
37	Private	Closed	Bank of Valletta	Special Identity Car	July 2009
38	Government	Closed	MCCF	Ill treatment	July 2009
39	Government	Closed	Social Security Department	Sickness benefits and domestic abuse	July 2009
40	Private	Closed	PAVI Complex	Ill treatment	July 2009
41	Private	Closed	Private	Accessible transport	July 2009
42	Parastatal	Closed	Gozo Channel	Access near lift	August 2009
43	Government	Closed	Tax Department	Residential tax	August 2009
44	Government	Closed	Health Department	Refusal by ambulance workers	July 2009
45	Private	Closed	Melita plc	Melita plc offer	August 2009
46	Private	Closed	Private	Price for accessible transport	August 2009
47	Government	Closed	Social Security Department	Decrease in benefits	September 2009
48	Private	Closed	Bank of Valletta	Loan refusal	September 2009
49	Government	Closed	Foundation for Social Welfare Services	Refusal of application	September 2009
50	Parastatal	Discussed	Lombard Bank	Inaccessible website	September 2009

INSURANCE COMPLAINTS FROM PREVIOUS YEARS

No	Sector	Status	Entity	Complaint	Opened
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1 Private Discussed Middlesea Insurance and BOV

Insurance of person with disability

February
2007

INSURANCE NEW COMPLAINTS

No	Sector	Status	Entity
1	Private	Closed	Gasam Mamo Insurance
2	Private	Closed	Private

Complaint
Refusal of claim
Health Scheme Insurance Policy

Opened
January 2009
April 2009

HOUSING COMPLAINTS FROM PREVIOUS YEARS

No	Sector	Status	Entity
None			

Complaint

Opened

HOUSING NEW COMPLAINTS

No	Sector	Status	Entity
1	Private	Closed	Individual
2	Government	Closed	MEPA
3	Private	Closed	Balluta Mansions Garage Owners
4	Private	Closed	Allchem
5	Government	Closed	Housing Authority
6	Government	Closed	Housing Authority

Complaint
Physical inaccessibility and contract
Permit for accessible entrance
Loud noises
Lift in commercial building no longer functional
Shared Ownership
Refusal of application

Opened
November 2008
January 2009
January 2009
March 2009
March 2009
June 2009