



## Equal Opportunities Compliance Unit

### Brief Overview of Service

The National Commission Persons with Disability (the Commission) established the Equal Opportunities Compliance Unit (the Unit) within its Secretariat, charged with promoting equality of opportunity and implementing the provisions of the Equal Opportunities Act (Persons with Disability) which came into effect on the 1st October 2000, and thus investigates acts of discrimination on the basis of disability.

More Information:

**National Commission  
Persons with Disability**

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### DESCRIPTION

#### What does the Equal Opportunities Act (Persons with Disability) entail?

This Act aims towards a goal of “a society where all disabled people can participate fully as equal citizens.” It puts into force the legal rights and obligations affecting disabled persons. These cover the areas of employment, education, access, goods and services, housing and insurance.

#### What does the Unit do?

The Unit:

- Provides advice and information about this field;
- Supports disabled people in securing their rights under the Equal Opportunities Act;
- Works to change policy, practice and awareness so that disabled people get a fairer deal;
- Registers and investigates alleged acts of discrimination on the basis of disability, negotiates an equitable solution and, only as a last resort, seeks redress through the Courts.

### ELIGIBILITY

#### Who can make use of this Service?

- Persons with disability
- Their families
- Disabled Persons’ Organizations
- Service providers and Employers

### PROCEDURE

#### What do I do if I have a complaint?

- Fill in a formal complaint form which should describe the act of discrimination and the remedy sought. The complaint form can be obtained from the Secretariat of the Commission, and upon request you will also find help to fill in the form.

#### Formal Complaint Procedure:

When a written complaint is received,

- An acknowledgement is sent.
- The Unit considers the complaint. If the complaint cannot be justified, the applicant will be advised in writing together with possible alternative remedies.
- If the complaint can be justified and *prima facie* discrimination has occurred, the Unit will investigate the complaint.
- A notice of complaint will be sent to the defendant asking for further comments. This will help the Unit reach a provisional view.
- The defendant will be asked to submit a proposal including a timeframe, indicating how and when the modifications needed to eliminate discrimination can be in place.
- The Unit uses mediation procedures to negotiate a speedy and equitable solution.
- If all this fails, the Commission will be obliged to proceed with legal action through the Arbitration Centre or through the Courts.
- The Commission strives first and foremost for an amicable solution.



## It-Taqsima Ligi Opportunitajiet Indaq

### DESKRIZZJONI

#### X'tinvolvi l-Ligi Opportunitajiet Indaq (Persuni b'Diżabilità)?

Din il-Ligi timmira għal "soċjeta' fejn il-persuni b'diżabilità jistgħu jippartecipaw bħala ċittadini sħaħ". Hija tinforza d-drittijiet u l-obbligazzjonijiet legali li jaffettwaw lill-persuni b'diżabilità. Dawn ikopru s-setturi ta' l-impjegi, l-edukazzjoni, l-aċċess, għoti ta' oġġetti, faċilitajiet u servizzi, housing u assigurazzjoni.

#### X'tagħmel it-Taqsima?

- Tipprovdi għajnuna u informazzjoni dwar dan il-qasam;
- Tagħti support;
- Taħdem biex tinfluenza l-policy, il-prattika u tkabbar l-għarfien biex teqred id-diskriminazzjoni li jħabbtu wiċċhom magħha l-persuni b'diżabilità;
- Tirreġistra u tinvestiga allegazzjonijiet ta' atti ta' diskriminazzjoni minħabba diżabilità, tinnegozja soluzzjonijiet u, bħala l-aħħar mezz, tiegħu passi legali fil-Qorti.

### ELIĠIBILITÀ

#### Min jista' jagħmel użu minn dan is-servizz?

- Persuni b'diżabilità
- Familji tagħhom
- Dawk li jipprovdu s-servizzi u min iħaddem

### PROĊEDURA

#### X'nagħmel jekk ikolli ilment?

- Imla l-formola ta' ilment u ddeskrivi l-att ta' diskriminazzjoni u r-rimedju li qed titlob. Il-formola ta' l-ilment tista' tinkiseb mis-Segretarjat tal-Kummissjoni, u tista' ukoll ssaqsi għall-għajnuna biex timtela l-formola.

#### Proċedura Formali ta' l-Ilment:

Meta it-Taqsima tirċievi ilment bil-miktub,

- Tibgħat acknowledgement
- It-Taqsima tikkunsidra l-ilment. Jekk l-ilment ma jkunx ġustifikat, l-applikant jiġi infurmat bil-kitba flimkien ma' rimedji alternattivi possibbli.
- Jekk l-ilment ikun ġustifikat u *prima facie* tidher li kien hemm diskriminazzjoni, it-Taqsima tibda tinvestiga l-ilment.
- L-ilment jintbagħat lill-entita kontra min sar l-ilment għal kummenti tiegħu. B'hekk it-Taqsima tkun tista' tiffirma opinjoni provizorja.
- Din l-entita tkun mitluba tagħmel proposta li tinkludi *timeframe*, li tindika kif u meta, il-modifiki neċessarji biex titneħħa d-diskriminazzjoni se jsiru.
- It-Taqsima tuza proċeduri ta' medjazzjoni biex tinnegozja soluzzjoni ġusta li ssir fi zmien qasir.
- Jekk xejn min dan ma jaħdem, il-Kummissjoni jkollha tipproċedi b'azzjoni legali, permezz taċ-Ċentru ta' l-Arbitraġġ jew inkella bil-Qorti.
- Il-Kummissjoni tagħmel kulma tista' biex tilhaq ftehim amikevoli.

### Is-Servizz fil-Qosor

#### Il-Kummissjoni Nazzjonali Persuni b'Diżabilità

(il-Kummissjoni) waqqfet it-Taqsima Ligi

Opportunitajiet Indaq (it-Taqsima) fi

ħdan is-Segretarjat tagħha, bl-iskop li taħdem halli

jkun hawn ugwaljanza

fl-opportunitajiet u

timplimenta

il-Ligi Opportunitajiet

Indaq (Persuni

b'Diżabilità) li daħlet fis-

seħħ fl-1 ta' Ottubru

2000. Għalhekk il-

Kummissjoni tinvestiga

ilmenti dwar atti ta'

diskriminazzjoni

minħabba diżabilità.

Għal iżjed informazzjoni:

**Kummissjoni Nazzjonali  
Persuni b'Diżabilità**

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