National Commission
Persons with Disability

Equal Opportunities Compliance Unit

Brief overview of service

The National Commission Persons with Disability (KNPD) 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.

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' Organisations
- Service Providers and Employers

PROCEDURE

What do I do if I have a complaint?

- Contact in writing (by email or letter) the entity concerned, describe the act of discrimination and ask the required remedial action is implemented within a reasonable timeframe. KNPD has prepared a sample letter to facilitate this.
- If progress is not registered, fill in a formal complaint form.
- Copies of both sample letter and the complaint form are available on KNPD's website: www.knpd.org and from KNPD's Secretariat.

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.
- If the complaint is considered justified, 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, KNPD will be obliged to proceed with legal action through the Arbitration Centre or through the Courts.
- KNPD strives first and foremost for an amicable solution.

More information:
National Commission Persons With Disability
Bugeia Institute
Braille Street
Sta Venera SVR 1619
Tel: 2278 8555
SMS only: 7978 8555
Fax: 2278 8490
Email: helpdesk@knpd.org
www.knpd.org

FOR DIVERSITY AGAINST DISCRIMINATION

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Kummissjoni Nazzjonali
Persuni b'Diżabilità

It-Taqsima Liġi Opportunitajiet Indaqs

DESKRIZZJONI

X'tinvolvi l-Liġi Opportunitajiet Indaqs (Persuni b'Diżabilità)?

Din il-liġi timmira għal "soċjetà fejn il-persuni b'diżabilità jistgħu jipparteċipaw bħala ċittadini sħaħ". Hija tinforza d-drittijiet u l-obligazzjonijiet legali li jaffettwaw lill-persuni b' diżabilità. Dawn ikopru s-setturi tal-impjiegi, l-edukazzjoni, l-aċċess, għoti ta' oġġetti, faċilitajiet u servizzi, housing u assigurazzjoni.

X'tagħmel it-Taqsima?

- Tipprovdi għajnuna u informazzjoni dwar il-qasam;
- Tagħti sapport;
- 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, tieħu passi legali fil-Qorti.

ELIĠIBILITA'

Min jista' jagħmel użu minn dan is-servizz?

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

PROĊEDURA

X'nagħmel jekk ikolli ilment?

- Ikteb lill-entità kkonċernata u ddeskrivi l-att ta' diskriminizzjoni u r-rimedju li qed titlob.
- Jekk ma jsirx progress imla formola ta' lment u ibagħta lill-KNPD.
- Qafas tal-ittra u il-formola tal-ilment jistgħu jinkisbu mis-Segretarjat tal-KNPD, u tista' ukoll issaqsi għall-għajnuna biex timtela l-formola.

PROĊEDURA FORMALI TAL-ILMENT

Meta t-Taqsima tirċievi ilment bil-miktub,

- Tibgħat acknowledgement
- It-Taqsima tikkunsidra l-ilment. Jekk l-ilment ma jkunx ġustifikat, l-applikant jiġi nfurmat bil-kitba flimkien ma' rimedji alternattivi possibli.
- Jekk 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' tifforma opinjoni proviżorja.
- Jekk l-ilment jiġi kkunsidrat bħala ġġustifikat, 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 tuża proċeduri ta' medjazzjoni biex tinnegozja li soluzzjoniġusta ssir fi żmien raġjonevoli.
- Jekk xejn minn dan ma jaħdem, il-KNPD jkollha tipproċedi b'azzjoni legali, permezz taċ-Ċentru tal-Arbitaġġ jew inkella l-Qorti
- Il-KNPD tagħmel kulma tista' biex tilħaq ftehim amikevoli.

Is-servizz fil-qosor

Il-Kummissjoni Nazzjonali Persuni b'Diżabilità (KNPD) waqqfet it-Taqsima Liġi Opportunitajiet Indaqs (it-Taqsima) fi ħdan is-Segretarjat tagħha, bl-iskop li taħdem ħalli jkun hawn ugwaljanza fl-opportunitajiet u timplementa il-Liġi Opportunitajiet Indaqs (Persuni b'Diżabilità) li daħlet fis-seħħ fl-1 ta' Ottubru 2000. Għalhekk il-KNPD tinvestiga ilmenti dwar atti ta' diskriminazzjoni minħabba diżabilità.

Għal iżjed informazzjoni:
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NGĦOŻŻU D-DIVERSITÀ DISKRIMINAZZJONI QATT

Din l-attività hi ffinanzjata parzjalment mill-Fondi tal-Programm Progress tal-Unjoni Ewropea. L-informazzjoni f'din il-pubblikazzjoni mhux neċessarjament tirrifleti l-opinjoni u l-pożizzjoni tal-Kummissjoni Ewropea.

Din l-informazzjoni kienet eżatta meta ġiet ippubblikata u xi dettalji jista' jkun li nbidlu.
Għal aktar informazzjoni, ara www.knpd.org,
ibgħat email fuq helpdesk@knpd.org, ċempel fuq 2278 8555 jew ibgħat SMS fuq 7978 8555.