

Training and Development Support Scheme

Guidelines and Regulations 2026



ARTS
COUNCIL
MALTA

ISSUED: JANUARY 2026

ALLOCATIONS

SESSION BUDGET	MAXIMUM ELIGIBLE AMOUNT PER PROJECT
Strand 1 – 18 years and over EUR 20,000	EUR 2,000
Strand 2 – From 8 to 17 years EUR 10,000	EUR 2,000

CO-FUNDING	DISBURSEMENT
The fund may cover up to 100% of total project costs	70% upon signing of grant agreement 30% following approval of final report

TIMEFRAMES

DEADLINE	RESULTS	ELIGIBLE TIMEFRAME
10th March 2026	23rd April 2026	24th April 2026 – 23rd April 2027
16th June 2026	30th July 2026	31st July 2026 – 30th July 2027

1. Introduction

The Training and Development Support Scheme is one of our tools to address and implement Arts Council Malta’s Education and Development strategic area, with a focus on nurturing creative potential and supporting continuous professional development. The *Training and Development Support Scheme* is divided in two strands according to the age of the applicant.

- Strand 1 is applicable to those who are 18 years and over and supports the continuous professional development of Maltese or Malta-based artists, cultural operators and students who are active in the cultural and creative sectors and who seek to engage in short term professional training to improve their skills and advance their specialization.
- Strand 2 is applicable to those who are between 8 and 17 years old and supports the development and exposure of young Maltese or Malta-based artists who are active in the cultural and creative sectors. The fund supports short term training opportunities which enhance, but do not substitute or subsidise, the students’ current formation programme. It also supports the participation of young creatives in international platforms; including, but not limited, to festivals, competitions, exhibitions and/or performances.

The programme reflects the drive towards the further professionalisation of the cultural and creative sector and the promotion of an entrepreneurial culture among creative professionals. It provides opportunities to strengthen the knowledge base and strategies of cultural and creative enterprises. By investing in processes designed to improve the quality that is needed to generate artistic work of excellence, our goal is to support the development of a sustainable creative ecology and to foster further job opportunities in the sector.

The objectives of Strand 1 (18 years and over) are:

- To support the continuous professional development of artists and cultural operators in exploring and developing skills and building networks.
- To foster excellence in the fields of art and culture, and the advancement of knowledge and capabilities in such related fields
- To invest in training and increase opportunities for artists and creative professionals.
- To encourage professional intellectual growth and productivity
- To encourage creative professionals to continue building their skill sets and to engage in platforms both on a national and international level.

The objectives of Strand 2 (ages 8 to 17) are:

- To support the development and mobility of young creatives through training opportunities, exploration, networking and engagement in international collaborations.
- To encourage and facilitate young creatives to expand their skills and actively engage in international platforms
- To enable the exposure of young talent to international platforms
- To facilitate networking with other international artists and educators.

The Scheme will support the following activities:

- Training courses
- Short courses
- Workshops
- Masterclasses
- Internships
- Apprenticeships
- Residencies
- Job Shadowing
- Auditions for educational institutions
- Auditions for artistic or cultural projects
- Networking

Other activities not listed above that fulfil the objectives of the scheme may also be considered should sufficient justification be provided.

In the case of networking and residencies, applicants need to provide a programme clearly highlighting the training or professional development activities included in their chosen programme.

Requirements in line with Arts Council Malta's ongoing Strategy

In line with its commitment to supporting the arts through its sustainable and accountable approach to public investment, ACM draws applicants' attention to the following in line with its Strategy 2025:

Applicants are required to consider the [Right to Culture – Resource Pack](#) when developing their proposal in relation to how they engage with communities and the considerations of everyone's cultural rights in their work. The resource pack is aimed at increasing awareness regarding inclusivity and supporting the implementation of cultural rights in our day-to-day practice.

Applicants are also required to consider the [Charter for the Status of the Artist](#) when proposing their operational and programming activities to ensure acceptable and decent working conditions for artists and creative practitioners which embraces artistic freedom, accessibility, formal/informal/non-formal skill recognition, decent socio-economic conditions, non-discrimination and equity, ethical considerations and adherence to intellectual property rights and international labour law. The Charter for the Status of the Artist is meant to provide a dynamic frame of reference for any legislation, policy, or initiative which directly or indirectly impacts artists and cultural and creative sectors, ensuring that any action is aligned with the ultimate long-term vision of elevating the status of artists in Malta in line with their tangible value to society.

2. Definitions

Activities falling within the cultural and creative sector:

1. Arts (literature, visual arts, music, performing arts, interdisciplinary)
2. Creative Business Services (design, architecture, cultural tourism and cultural services)
3. Heritage (crafts, traditional festivals and celebrations, cultural sites, antiques)
4. Media (publishing and printed material, audio-visuals, including film and video production, film servicing, television, video games, radio, online media).

Applicant

- An applicant may be an individual, a group, or an organisation (refer to section 3.1). Applicants cannot be employees of Arts Council Malta or involved in the management of the *Training and Development Scheme*.
- In the case of Strand 2 (ages 8 to 17) the applicant must be 17 years old by the result notification date. Should the applicant be 17 years by the application deadline date but 18 years old by the result notification date, Strand 1 (18 years and over) is the relevant strand through which to apply.

Application

- An application is a submission, inclusive of all mandatory documents and any annexes to the application form made by an eligible applicant.

Beneficiary

- The beneficiary is the recipient of the grant. The beneficiary is responsible for the implementation of the proposal supported by the Scheme. The beneficiary of the grant may not be changed throughout the duration of the funded project and until the final disbursement is issued. The disbursement of the grant may only be issued on behalf of the beneficiary. The beneficiary is responsible to ensure that any VAT invoices are issued on behalf of the beneficiary and include the beneficiary's VAT information. In the case of a beneficiary who does not carry out economic activity and as a result is not registered for VAT the beneficiary has the duty to ascertain that they will receive a fiscal receipt for the goods and services received.

Creative professionals

- All artistic and creative individuals professionally active in the cultural and creative sectors.

Disbursement of Funds

- The grant will be disbursed as indicated on page 2 of these guidelines and regulations. A cheque payment will be issued on behalf of the applicant. In the case of a minor, the payment will be made on behalf of the parent or the legal guardian who filled in the consent form. The applicant (or the parent or the legal guardian) must have an active bank account upon submission of application.

Eligibility

- Applications will first be screened in terms of technical and artistic eligibility by the fund administrators and managers. Applications are screened to determine eligibility in terms of Section 3 of these guidelines. Proposals which are not considered eligible shall not be processed further and shall not undergo evaluation.

Evaluation Board

- Arts Council Malta appoints a team of external sectorial experts for each call within this scheme. The appointed board may be composed of local or foreign professionals in the sector of culture and the arts.

Evaluation

- Applications deemed compliant and eligible are evaluated against the criteria established in these guidelines by the appointed evaluators.

Formation programme

- A development programme is any formation programme followed by the students and young artists within a particular creative field. The programme may form part of the formal or informal education of the student/young artist.

Group

- A number of persons with or without legal personality may form a group. One of the persons involved must take the leading role and have the main legal responsibility for managing the project and the grant. This person must be a Maltese citizen; or be in possession of a Malta residence permit; or a Maltese citizenship certificate; or a Maltese passport. In the case of a group, one application must be submitted by the group for the same proposal. Multiple applications submitted by individual members of a group for the same proposal will be ineligible and will not be processed.

Individual

- Individuals applying for a grant must be Maltese citizens; or be in possession of a Malta residence permit; or of a Maltese citizenship certificate; or of a Maltese passport.

Management and administration:

- Arts Council Malta is responsible for the implementation and management of this scheme. All official correspondence, including the online submission of applications or updates to awarded proposals, must be sent to the address indicated in these guidelines.

Mandatory documentation:

- Any document(s) needed to support your proposal and aiding the evaluation of your project (eg. track records, portfolios, artistic CVs, official correspondence confirming rental of space, permits or other)

Maximum funding:

- There is a ceiling amount of €2,000 that can be allocated per project. Amounts awarded will be decided on a case-by-case basis depending on the application.

Public Cultural Organisations

- Public cultural entities which fall under the remit of Arts Council Malta are Teatru Manoel, Mediterranean Conference Centre, Malta Philharmonic Orchestra, Fondazzjoni Kreattività, Pjazza Teatru Rjal, Valletta Cultural Agency, Malta International Contemporary Arts Space, Festivals Malta, National Agency for Performing Arts.

Voluntary organisation

- An organisation which is legally established and/or publicly registered in Malta, having a statute. Voluntary organisations must be enrolled with the Commissioner for Voluntary Organisations

in accordance with the Voluntary Organisations Act requirements (<http://www.maltacvs.org>).
The applicant must be a legally authorised representative of the organisation.

3. Eligibility

Projects will first be screened in terms of technical and artistic eligibility. Ineligible proposals in terms of the points below shall not be processed further and shall not undergo evaluation.

Maximum eligible timeframe to implement the project: 12 months from the result notification date. Projects must, however, be implemented within a maximum of eight (8) months of the start date indicated in the application form.

3.1 Who can apply?

Applicants must be Maltese citizens or be in possession of a Malta residence permit, a Maltese citizenship certificate or a Maltese passport.

Applicants may be:

- Creative professionals/individual artists
- Groups, collectives and consortia
- Voluntary organisations enrolled with the Commissioner for Voluntary Organisations.

Strand 1 is open to creative professionals, voluntary organisations, groups or cooperatives active in the arts or students already undergoing formation in a creative or artistic field. In the case of students, the programme proposed must be in line with their studies, however, it must not substitute or form part of their formal or informal formation programme. The beneficiary of the grant must be 18 years and over.

Strand 2 is open to outstanding young artists who; by the date of the result notification are between 8 and 17 years of age; are already undergoing formation within an artistic or creative field. The programme they are applying for must be in line with and complement such formation programme. Young creatives under the age of 18 will require a consent form signed by their legal representative clearly indicating the name and ID number of at least one parent or legal guardian.

The application should be filled and submitted by the beneficiary of the grant, however in the case of minors the name and ID number of the applicant's parent or legal guardian should be included with the supporting documentation. When applications are successful the contract will be issued on behalf of the parent or legal guardian.

3.2 Who cannot apply?

- Applicants whose profile is not verified due to it being an incomplete profile for not having the below mandatory documents:

- a copy of your Maltese ID card (including the front and back side) or your Maltese; residence permit or your Maltese citizenship certificate or your Maltese passport;
- a signed statute in the case of a voluntary organisation.
- Applicants who do not qualify under the definition of applicant for this specific scheme.
- Applicants/activities receiving local public funds through established Government line-votes.
- Beneficiaries who have not honoured previous funding commitments.
- Beneficiaries who did not submit or complete at least one final report related to a previous grant funded by Arts Council Malta within the established timeframes.
- In the case of a Group, applications submitted by individual members of that Group.
- In the case of the second call, beneficiaries who were awarded a grant through the first call of this scheme.
- In the case of voluntary organisations, voluntary organisations which are:
 - not enrolled with the Commissioner for Voluntary Organisations;
 - who have not presented their updated accounts to the Commissioner for Voluntary Organisations;
 - which do not have a registered address in the Maltese Islands.

3.3 What costs can be covered¹

This grant may cover up to 100% of the following costs (up to a maximum of €2,000 per project, whichever is the lowest).

- Artistic fees for services of mentorship or services related to devising and implementation of training programmes
- Contingency, not exceeding 10% of the total cost
- Fees related to enrolment and participation (including but not limited to participation in competitions, festivals and exhibitions)
- Fees related to training and development
- Health and safety measures
- Hire/purchase of equipment (purchase of equipment will only be considered if deemed necessary to the project)
- Indirect costs, not exceeding 5% of the total cost
- Insurance
- Marketing, PR and communications (not exceeding 10% of project total, these may include but are not limited to photography and videography which may be used for the young artists' portfolio)
- Other fees directly related to project implementation (including but not limited to legal, service providers, participation fees, linguistic fees etc.)
- Project management (including but not limited to administration, coordination and/or development)
- Rental of spaces
- Standard accommodation (excluding long-term rental, or part of)
- Travel (economy class) and standard accommodation of chaperon (this will be considered on a case-by-case basis)

¹ All costs will be considered only if these resources are not already covered/cannot be covered by the applicants or supporting/partner organisations.

- Travel (economy class), including but not limited to public transport, air travel, car/vehicle rental
- Travel VISA.

For more information about presenting your budget, refer to our General Budget Guidelines available on <https://artscouncilmalta.gov.mt/funding-and-grants/general-budget-guidelines/>.

3.4 What costs cannot be covered?

- Costs already covered by Public Cultural Organisations, or another public funding programme/scheme managed or co-managed by Arts Council Malta or other public agency, Government department or Ministry
- Costs which are already covered through usual operational budgets (space which is owned by the applicant or the partner/supporting organisation/individual)
- Fees for services provided by Public Cultural Organisations or other public agency, Government department or Ministry
- Funding for the creation or upholding of bursaries, contests, competitions, prizes or scholarships .
- Reimbursement of salaries or part of
- Retroactive costs
- Subsistence, catering and hospitality.

3.5 What applications are not eligible?

- Activities that are not related to culture, arts and the creative industries
- Activities whose objective is fundraising or political propaganda
- Applications for funding the creation or upholding of contests, competitions, bursaries, prizes, or scholarships
- Applications submitted after noon (12:00) of the respective day of deadline
- Applications submitted by individual members of a group (the applicant must be the group)
- Applications submitted by applicants who are not taxpayers in Malta. In the case of a minor, the parent or legal guardian needs to be a taxpayer in Malta.
- Applications submitted by public entities with or without a line vote
- Applications submitted through the wrong strand (according to the age of the applicant)
- Events held on a regular basis, including annual projects, annual festivals, school/annual shows, regular training programmes
- Incomplete applications. Refer to Section 5.1 – Checklist.
- Individual modules credited as part of an education course or research as part of established academic programmes
- Initiatives eligible under Screen Malta, TV Production and Content Fund, Annual Cultural Activities Scheme, VOPS, Għaqda Kazini tal-Banda, National Book Council, Valletta Cultural Agency, Malta Arts Scholarships or any other State-funded programme dedicated to Maltese arts and/or culture

- Projects that would have already started and/or taken place before the result is notified to applicant(s)
- Projects whose duration does not entirely fall within the eligible timeframe
- Training programmes required to renew professional licenses or accreditations.
- Applications for platforms which applicants have already attended or participated in.

Any other activity which may be developed outside the scope of the *Training and Development Support Scheme* is not eligible for support.

Applicants can submit more than one application under the same call. However only one of the applications can be funded per session. Applicants may benefit from only one awarded application through this scheme during a calendar year.

In cases where courses are available in Malta (such as foundational courses), the applicants need to justify why they would need funds to go overseas (ex. experience with a new tutor, networks, etc).

4. Evaluation

The Evaluation Board will base its decision upon the following criteria:

4.1 Criterion 1: Relevance (40 marks)

This criterion considers the concept, plan and intention of the applicant. This criterion also considers the impact of the proposed programme to the formation of the creatives, collaborators and participants when relevant. Specifically the applicant should answer the questions below in not more than 500 words:

Strand 1 (18 years and over):

- How relevant are the proposed learning outcomes to the applicant's professional development? (15 marks)
- What are the merits of the learning platform and/or programme proposed? (10 marks)
- Does the method of delivery and professionals engaged in the programme (tutors, mentors etc) support the applicant's training needs? (10 marks)
- (Applicants should also consider how the proposal aligns with the principles within the Right to Culture – Resource Kit and the Charter for the Status of the Artist as in Section 1) What are the plans beyond the implementation of the proposal? (5 marks)

Strand 2 (age 8 to 17):

- How relevant is this programme or outgoing mobility project to the applicant at this stage of their creative and/or artistic development? (15 marks)
- What are the merits and value of the selected platform? (10 marks)
- How will this platform impact the development of the young artists at this stage of their formation? (10 marks)

(Applicants should also consider how the proposal aligns with the principles within the Right to Culture – Resource Kit and the Charter for the Status of the Artist as in Section 1)

- What are the plans beyond the implementation of the proposal? (5 marks)

4.2 Criterion 2: Management (20 marks)

This criterion considers the level of commitment and preparation prior to the proposal as well as the proposed plan to deliver and achieve the objectives of the application. The following questions are to be addressed in not more than 300 words:

Strand 1 (18 years and over):

- Are the learning outcomes clear and well defined? (10 marks)
- Does the application provide sufficient evidence of the applicant's ability to manage the activity (including financial management and co-funding, if necessary) responsibly and successfully? (10 marks)

Strand 2 (age 8 to 17):

- Has the applicant demonstrated significant motivation and understanding about the benefits of this opportunity? (10 marks)
- Is the selected programme in line with the current needs of the applicants? (10 marks)

These will be evaluated based on the applicants' portfolio. This should consist of the applicant's artistic CV and biography, video samples and photos of the artist demonstrating their artistic ability and a short motivation video (not exceeding 2 minutes).

4.3 Criterion 3: Opportunities (20 marks)

This criterion considers the engagement of the creatives and creation of new national and international networks. Engagement refers to the role, the nature of involvement and the experience of the creatives and collaborators when relevant. The following questions are to be addressed in not more than 300 words:

Strand 1 (18 years and over):

- Will this programme expose the artist to new national/international networks? (10 marks)
- Will the programme provide the applicant with further opportunities for collaborations, dialogue and exploration on a national/international level? (10 marks)

Strand 2 (age 8 to 17):

- Will this project expose the artists to new networks and platforms? (10 marks)
- Will the proposed programme encourage further networking and international collaboration? (10 marks)

4.4 Criterion 4: Budget (20 marks)

This criterion considers how well planned and realistic the presented budget plan is. To make a stronger case in terms of this criterion, applicants are required to provide quotations to substantiate the budget items. Please refer to the budget template in the application form. The following questions are to be addressed in not more than 300 words:

- Is the application and budget presented well-researched and well-planned? (10 marks)
- Are the objectives of the project clearly reflected throughout the application and financial plan? (5 marks)
- Provide quotations to support your budget. (5 marks)

5. Submitting the application

Follow these steps to apply:

1. Read these guidelines and regulations very carefully.
2. Check whether your proposed idea can be addressed by this scheme.
3. Press the [link](#) that will take you to the online application system.
4. If you do not have a profile, Create your profile with Arts Council Malta by clicking on Register and filling in the details.
5. From the open calls section, select the online application for the scheme you intend to apply. Make sure that you are choosing the application for the correct strand. Refer to Section 3.1.
6. Follow the instructions step by step. Fill in all the required information from the online application including the budget and attach the supporting documentation.
7. Submit the application. You should be receiving an automatic acknowledgement by the system. If you do not receive such a notification, contact us on applyforfunds@artscouncil.mt.

Applicants are required to register a profile on the ACM CRM at least two weeks prior to the deadline of the call.

In case of difficulty, or if you would like to consult us regarding this fund, you can call us on 2334 7230 Monday to Friday between 09:00 and 16:00, or email us on fundinfo@artscouncil.mt.

It is your responsibility to present a complete application form as explained in these guidelines and regulations. If you do not present all the necessary information and documentation, your application will not be processed and evaluated.

Prior to the application deadline, Arts Council Malta representatives will not be checking your application forms. It is solely at the Council discretion to request that applicants provide any missing mandatory documentation following the call deadline.

Upon the submission of the application, applicants accept that should the application be awarded funding, the name, the project title and the amount awarded can be published by the Council.

A decision on funding will be made on the strength of the submitted information, including documentation in support of the proposal.

Applications handed in after 12.00 (noon) of the respective deadline cannot be accepted.

5.1 Checklist

In order to be complete applications must be accompanied by:

Strand 1 - 18 years and over:

- A copy of Maltese ID card (front and back) or Maltese residence permit or Maltese citizenship certificate or Maltese passport. This should be included in the applicant profile.
- A copy of a document issued by the Office of the Commissioner for Revenue showing that the applicant is a taxpayer in Malta.
- An audio or audiovisual recording not exceeding 5 minutes in which the applicant provides a short description of the opportunity and the rationale and/or motivation for submitting this proposal.
- Applicant biography/artistic CV to be included in the applicant profile
- Audiovisuals showing the artistic ability of the applicant where applicable
- Reference letter by tutor or mentor in the case of students
- The acceptance letter by institution or platform. Should the acceptance letter not be available by the date of application, a letter of justification explaining the reason for this must be submitted.

Strand 2 - 8 to 17 years:

- A copy of Maltese ID card (front and back) or Maltese residence permit or Maltese citizenship certificate or Maltese passport. This should be included in the applicant profile.
- A copy of a document issued by the Office of the Commissioner for Revenue showing that the parent or guardian of the applicant is a taxpayer in Malta.
- Applicant biography/artistic CV to be included in the Applicant Profile section of the application
- Audiovisuals showing the artistic ability of the applicant
- Motivation video by the young artists explaining why they would like to be given the grant and attend the proposed programmes. Audiovisuals up to 5MB may be uploaded directly in the application form. In the case of larger files these may be provided as a link)
- Parent or legal guardian consent letter clearly indicating name, ID number and signature (in the case of a minor the agreement will be issued on behalf of the person who signs the consent letter)
- Reference letter by the young artist tutor or mentor as applicable
- The acceptance letter by institution or platform. Should the acceptance letter not be available by the date of application, a letter of justification explaining the reason for this must be submitted.

6. Evaluation process

This scheme is competitive and will be evaluated by a panel of sectorial experts according to established criteria.

As specified above, each criterion is allocated a number of specific marks. In order to be considered for funding, projects have to obtain an average of at least 60 marks.

Nevertheless, the evaluation session and funding decisions depend on the quality of the submitted proposals and on the availability of the funds. Therefore, obtaining 60 marks or more does not automatically mean that you will be awarded the funds. The Evaluators' Board may decide not to allocate the total funds available for a particular call if the proposed projects do not reach the required level in terms of the fund criteria.

Eligible applications will be assessed by an evaluation team selected by the Arts Council Malta on the basis of their professional experience. The Council will select evaluators based on their independent and professional experience. The evaluators will present an assessment on each of the proposed projects, indicating the relevant ratings awarded.

6.1 Communication of results

On the day indicated on page 2, you will receive your result notification from Arts Council Malta. Together with the covering letter, we will also attach a copy of the evaluation form, indicating the reasons and average marks leading to the Evaluators' Board's decision, according to the fund criteria.

The order of classification of the projects, according to the marks allocated by the evaluators, will be published online. Only the names of the successful projects will be published; in the case of projects which have not been awarded any funds, only their reference number will be published.

If you have any difficulties concerning your results, you should email us on fundinfo@artscouncil.mt within five (5) days of receiving your funding decision.

No information on the evaluation process will be released before the official result notification. Any form of soliciting will automatically disqualify an application.

All information received by the fund administrators, managers and evaluators will be considered confidential, both during and after the evaluation process. Provisions on data protection and confidentiality for successful projects will be included in the grant agreement.

7. Project implementation and monitoring

Beneficiaries must provide full documentation to support the application and budget plan within 30 days from receipt of the notification letter. Arts Council Malta will accept a variation of up to 5% from the proposed total cost. The contingency indicated in the budget plan will support any variations from the proposed total cost. **Under no circumstances will the Council be in a position to increase the grant awarded.**

Upon provision and approval of the above mandatory documentation, a contract specifying the conditions of the fund will be signed. The grant may only be awarded upon completion of the above process within the established timeframe.

Seventy per cent of the total amount allocated by the Evaluators' Board will be processed after the signing of the contract. The remaining 30% will be disbursed after the submission of the final report by the beneficiary, following approval by the Council.

The beneficiaries must use the Council's official logo on all related material and specify that the project was supported by the grant as follows: **Supported by Arts Council Malta**, in all marketing, PR and printed material. The grant received must be used solely for the purpose for which it was awarded, in line with the submitted proposal and the contract.

Beneficiaries must notify the Council immediately if changes affecting the nature of the project take place during implementation. Changes cannot be implemented unless approval is received. The Council reserves the right to revise or withhold the final payment if the change in the project is not considered to be in line with the initial proposal, or if the Council is not informed of the changes within a reasonable time.

Beneficiaries must make themselves available for visits and communication with the Council's representatives for monitoring purposes both during the implementation of the project as well as after its completion.

The Council also reserves the right to revise the final payment if the total expenditure is less than that estimated in the application form.

7.1 Report

At the end of your project, you will be required to submit a detailed report highlighting the work carried out and the project achievements, by not later than six (6) weeks after your project is concluded. Arts Council Malta will provide a template for your report. If relevant, together with this report, beneficiaries must submit copies of any high resolution photos or videos, relevant marketing, publicity or information material developed for the funded project. Beneficiaries will also be requested to submit evidence of the research process, which includes visual documentation, blogs and other documentation.

You will also be required to present a final updated budget together with all supporting documents.

The Council retains the right to make use of submitted project material.

The Council retains the right to recover funds in case these are not being used and/or are misused and/or are not used according to the submitted budget.

8. Complaints procedure

Filing a complaint will not affect your chances of receiving support from Arts Council Malta in the future. All complaints will be treated with confidentiality.

8.1 Grounds for complaints

Applicants can make a complaint regarding procedural anomalies and irregularities during the submission and evaluation process in terms of the procedures stipulated in these guidelines and regulations. Complaints cannot be made concerning:

- The Arts Council's or Government's policies and procedures
- The merits of the application in terms of the criteria stipulated in these guidelines and regulations.

Only applicants may file complaints concerning their project.

8.2 Filing a complaint

Complaints must be made in writing and must be as clear as possible. The complaint must state the grounds and the reasons for the complaint, providing a detailed explanation and justification supported by relevant documentation or testimonials as to why the complainant deems that irregularities were committed in the procedure/s stipulated in these guidelines and regulations or in standard good governance rules and regulations governing the public sector. The decision at the end of the complaint process shall be final. Complaints need to be made to the Director of Funding and Strategy, Arts Council Malta on fundinfo@artscouncil.mt within five (5) working days of receipt of your funding decision. You will normally receive a reply to your complaint within ten (10) working days.

In case you are not satisfied with the reply, the Council will convene a board that will discuss your complaint further. If you approach our complaints procedure, then you are accepting that we can use information about your project to address the complaint. The decision of the board is final.

Need advice?

Arts Council Malta offers pre-submission consultation services to help secure support for your project. We are there every step of the way. We can help you determine whether the core concept and profile

of your project are in line with the targeted support mechanism, and provide feedback on the way you plan to present your project. Plan ahead and get in touch with us at least four weeks before the submission deadline, to make the best of our services.

You are welcome to call us on 2334 7230 on weekdays between 09:00 and 16:00 or to send us an email on fundinfo@artscouncil.mt.

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