



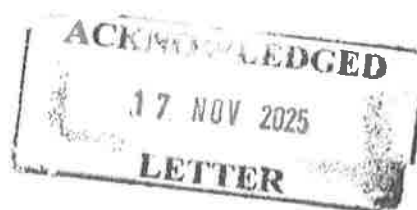
GOVERNMENT OF MALTA
MINISTRY FOR EDUCATION, SPORT, YOUTH,
RESEARCH AND INNOVATION
INTERNAL AUDIT AND COMPLIANCE UNIT
OFFICE OF THE PERMANENT SECRETARY

Our Ref. : MEYR/11/2025/45

Your Ref. : CEDUC-25-6837

13th November 2025

The Hon. Chief Justice Emeritus Vincent A. De Gaetano
Commissioner for Education
Office of the Ombudsman
11
St. Paul Street
Valletta



Dear Commissioner,

Complaint by _____ and five other parents

On 16 October 2025, the Department for Educational Services (DES) received an email alleging a deteriorating situation at San Miguel Primary School (Appendix 1). The correspondence further claimed that parents were being denied access to the weekly timetable of their children. The Director General, DES, committed to reviewing the concerns raised and consequently requested a written explanation from the Head of School. A detailed response was subsequently submitted (Appendix 2).

In essence, the Head of School clarified that the educational and therapeutic services provided at San Miguel Primary School are delivered through a tailored, needs-based framework. Parents are provided with the class timetable at the beginning of the scholastic year and the individual sessions slots are marked as such. This approach ensures that each student receives individualised support aligned with their specific developmental and medical requirements. For instance, a student with limited cognitive functioning but who benefits significantly from aquatic therapy may be scheduled for pool sessions more frequently, in order to maximise developmental gains. The Head of School emphasised that while the school is fully able and willing to issue fixed weekly timetables upon parental request, such rigidity would result in students receiving fewer services overall. Flexibility allows the school to intensify support when progress is observed or adjust services in weeks where student attendance or health



conditions—such as seizures, fits, medical appointments, or absences—limit participation. Sample timetables and feedback sheets provided to parents were also submitted for review (Appendix 3).

The school is therefore not taking the easy way out but being pro-active and tailoring its services to the needs.

Although the Director General concurred with the rationale and operational methodology outlined by the Head of School, a decision was made to seek external verification in the interest of transparency and good governance. Accordingly, the matter was discussed during a meeting held on 22nd October 2025, attended by the Commission for the Rights of Persons with Disability (CRPD). It is pertinent to note that CRPD was copied in the original parental correspondence and expressed agreement that flexible provision is essential for students with complex needs. Indeed, specialised schools cannot operate effectively under rigid, standardised frameworks.

During this period, both the Director General and the Minister received several messages expressing concern that parents whose children do not attend San Miguel Primary School (specifically [redacted] and [redacted]) are making allegations about the school without verifying all the facts. Supportive emails were also received from the School Council President (appendix 4), school staff (Appendix 5), and parents (Appendix 6) whose views were strongly in favour of the existing operational model and contrary to those expressed in the initial complaint. This already sheds light on the intentions of spouses [redacted].

In light of these developments, the Ministry resolved to convene a clarification meeting with internal and relevant external stakeholders. Attendees were to include the Head of College Network, Head of School, School Council President, the parents who filed the initial complaint, CRPD, and the Malta Federation of Organisations of Persons with Disability (MFOPD). The latter two bodies, having been copied in the original correspondence and possessing substantial expertise in the sector, were considered neutral and competent observers.

Parent Ms. [redacted] subsequently insisted on being represented by Mr. [redacted] and Ms. [redacted]. It is important to clarify that these individuals do not form part of any recognised NGO nor do they hold any official parent representative role. In correspondence issued by DES, it was explicitly stated that individual parents were welcome to engage directly



with the Department should they wish to discuss the matter further. The complaint is about alleged issues which the parents are saying to have with the school. The parents themselves can express their views as they did in the letter. The communication also confirmed that all stakeholders—including parents, recognised parent representatives, and relevant NGOs—would be provided with a comprehensive briefing and afforded structured dialogue during the forthcoming Tier 2 meeting, which is a forum composed of several NGOs and CRPD and which is chaired by the DG DES. In fact, the latter framework is intended to ensure transparency, continuity of discussion, and an inclusive platform for constructive engagement. No reply was received from the parents following this invitation.

The Ministry reiterates that, in circumstances of such sensitivity, it is imperative that all parties proceed with due caution and refrain from issuing generalised statements or adopting a condescending tone. Parents are recognised as key stakeholders in the educational process. Indeed, DES proactively established a Parent Committee to support collaborative decision-making and strengthen communication channels between parents and the school. Both Mr. [REDACTED] and Ms. [REDACTED] initially submitted their nominations for membership on this committee; however, they chose to withdraw their candidatures on the eve of the election, despite confirming their candidature four days prior. The Parent Committee has since been constituted and remains fully operational, with its inaugural meeting held on 24th October 2025.

The Ministry wishes to reiterate that it does not consider the stance taken by Mr. [REDACTED] and Ms. [REDACTED] to be neutral, nor reflective of the perspectives of parents at large.

A comparable situation arose during discussions surrounding the Lifemap programme, in October 2025, where the aforementioned individuals asserted that they were representing parents who were allegedly dissatisfied with the service. Following multiple meetings on the matter, it became evident that they were in fact acting on behalf of a single parent. Subsequently, the Ministry received a formal complaint from eighteen other parents, expressing concern that deliberations regarding a programme attended by their children were being influenced by individuals whose own child had not participated in Lifemap. The full correspondence is provided in Appendix 7.

Furthermore, the Ministry must underline that the conduct demonstrated by the two individuals in question has been consistently lacking in professionalism. On numerous occasions, they displayed discourteous behaviour towards senior Ministry officials, including persistently



contacting officials late in the evening and sending repeated, pressing messages. When their demands were not met, they resorted to broad and disparaging statements implying incompetence, as well as threatening to issue public declarations. The Ministry has also received several reports from other parents alleging intimidating and bullying behaviour by Mr.

and Ms. . Attached with this reply is Appendix 8 which show numerous instances of such behaviour, which clearly demonstrate that there is no good intention and spirit but simply a bullyish style, where if I don't get what I want I go personal.

In light of these circumstances, the Ministry does not consider either individual to be in an appropriate position to formally advocate on behalf of parents. This is particularly relevant given that recognised parent representative entities exist, with whom the Ministry maintains a respectful and constructive dialogue, and despite differing viewpoints genuine interest exist.

Should you require any additional information or clarification, please feel free to contact us.

Yours sincerely,

Charles Dimech
Director, Internal Audit and Compliance

cc : Mr Matthew Vella - Permanent Secretary, MEYR

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