

## Magro Josephine D at MEYR

---

**Subject:** Formal Complaint - Refusal to Release My Children Despite Verified Identification Qawra Klabb

---

**From:** Bondin Michael 1 at FES

**Sent:** Monday, 23 February 2026 14:11

**To:** [omissis]

**Cc:** [omissis]

**Subject:** RE: FW: Formal Complaint - Refusal to Release My Children Despite Verified Identification Qawra Klabb

Dear Sir,

Following the conclusion of the investigation conducted by the Office of the Ombudsman, we are writing to you formally in relation to the events of 5 December 2025 and to respond in writing to the four questions you raised.

First and foremost, we regret the distress caused to you and your family on that day. The Foundation for Educational Services (FES) exists to provide a secure and supportive environment for children and peace of mind to parents. It is therefore important to us that any incident giving rise to concern is addressed clearly and comprehensively.

Below, we respond to your four specific queries.

1. Why were the children not released despite verification of identity?

On the day in question, you presented a Maltese residence permit and screenshots of the pick-up cards on your mobile phone. While your identity as a parent was not disputed, the physical pick-up card system had been introduced back in July 2024 as a mandatory verification mechanism to ensure uniform safeguarding standards.

Staff at the entrance were not in a position to confirm whether the absence of the physical pick-up card was an isolated occurrence. In the absence of such confirmation and in order to avoid inconsistent application of procedure, staff erred on the side of caution. The decision was taken within a safeguarding framework rather than as a refusal to recognise your parental status.

With hindsight, the situation could have been managed differently through more immediate escalation. We acknowledge that the release process did not proceed as it ideally should have.

2. What is the official policy when a parent is temporarily unable to physically present the pick-up card?

The Standard Operating Procedure provides that if a student is picked up without a pick-up card, staff must:

- Verify the individual's identity using an official ID document;
- Confirm that the individual is listed on the Authorised Persons Pick-Up Form;
- Inform the parent that the pick-up card must be presented in future; and

- Record the occurrence and issue a reminder that repeated failure may lead to further action under the service terms and conditions.

The procedure is intended to allow flexibility in isolated cases while maintaining safeguarding consistency.

3. Are staff authorised, upon proper verification of identity, to release children even if the physical pick-up card is momentarily unavailable?

Yes. Where identity is properly verified and the individual is confirmed as authorised on the official list, staff may release the child in accordance with the procedure applicable to isolated occurrences. The expectation is that such cases are documented and followed up with a reminder regarding compliance with the pick-up system.

Following this incident, internal reminders have been issued to reinforce clarity regarding escalation procedures in exceptional circumstances.

4. What assurances can be given that such an incident will not occur again?

FES has taken the following steps:

- Reinforced internal guidance on the application of the SOP in isolated cases;
- Emphasised the importance of prompt escalation to senior management where uncertainty arises;
- Reviewed communication channels to ensure quicker resolution in similar circumstances; and
- Reiterated to all staff the need to balance safeguarding rigour with proportionality and clarity in communication.

Our objective remains to ensure that children are released safely, consistently, and without unnecessary distress to families.

We trust that this written clarification addresses your questions directly. FES remains available for constructive dialogue and reiterates its commitment to maintaining a professional and collaborative relationship with parents in the best interests of the children in our care.

Yours sincerely,

Michael Bondin

CEO

**Foundation for Educational Services**

t +356 22586814 e [michael.bondin.1@gov.mt](mailto:michael.bondin.1@gov.mt) w [www.fes.gov.mt](http://www.fes.gov.mt) f [FoundationforEducationalServices](https://www.facebook.com/FoundationforEducationalServices)

**FOLLOW US ON SOCIAL MEDIA!**

Foundation for Educational Services

@fes.meyr.malta

@fes.meyr.malta

fes@gov.mt

www.fes.gov.mt

public service

*This email is only intended for the person(s) to whom it is addressed and may contain confidential information. Unless stated to the contrary, any opinions or comments are personal to the writer and do not represent the official view of the company. If you have received this email in error, please notify the company immediately by reply email and then delete this message irretrievably from your system. Please do not copy this email or use it for any purposes or disclose its contents to any other person. Any person*

*communicating with the company by email will be deemed to have accepted the risks associated with sending information by email being interception, amendment and loss as well as the consequences of incomplete or late delivery.*

 *Please consider your environmental responsibility before printing this e-mail*