casa della gioventù
cooperativa sociale

servizi di
qualità per
minori
disabili
fragili
famiglie

IL CASOLARE

SERVICE CHARTER
Cser Casolare

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CASOLARE DAY CENTRE SERVICE CHARTER

INTRODUCTION

What is the service charter?

The service charter is a document required by Italian law to guarantee citizens transparency on the services offered by an organisation.

The service charter is therefore a clear and transparent information tool for the services offered by the Casa della Gioventù social cooperative and in this case the Casolare day centre service and a listening-participation-communication tool between:

- the community and its social needs
- users and their families who directly use the service
- the cooperative that provides it with a view to continuous improvement

Who is it aimed at?

The service charter is aimed at people who use or want to use the CD Casolare service, their families and caregivers but is also aimed at all citizens and the community who need to find information on our services.

The objectives of the service charter

The service charter fulfills a variety of functions directly or indirectly aimed at protecting users/family members/citizens.

The service charter is useful to users/families/citizens in order to:

- be informed clearly and transparently about the CD Casolare service offered by the Cooperativa Casa della Gioventù
- actively participate in the evaluation of the quality of the service offered
- be protected with respect to the quality of the service received

The service charter is useful to the Casolare Day Centre and the Cooperative in order to:

- promote the quality of the service offered
- promote continuous improvement
- promote transparency in the management of the day centre
- assume one's commitments towards the user/family member/citizen, the community and the awarding body
- accredit with public bodies
- be used as an evaluation parameter

Reference legislation

The Service Charter is set according to art.32 paragraph 1, of Legislative Decree 33/2013 and subsequent amendments 2. The document contains the quality standards of the services and the commitments that the Cooperative assumes towards its users.

Where to find the Casolare Day Centre service charter

The service charter of the Casolare Day Centre

- is published on the Cooperative's website, www.casadellagioventu.it to the Services section – Disability – Casolare Day Centre
- It is possible to request a copy at the Cooperative offices in Via Corinaldese, 52 Senigallia or at the Day Centre itself
- It is delivered to each user/family at the time of the first contact or introductory interview

MANAGEMENT

The Casolare day centre is a service owned and managed by the Cooperativa Casa della Gioventù. It was born from the division of the Arena center into two distinct groups and locations and is the second day center for disabled people in Senigallia.

Today Casa della Gioventù is a social cooperative with multiple purposes, which cares about the well-being and education of the most vulnerable people. It has about 140 working members including educators, oss, psychologists, pedagogists and administrators.

The mission of the Cooperative is to offer people excellent, structured, organised, effective and efficient services, maintaining as priority indicators of quality, personalisation and attention to the care of relationships with each person who works for us or for whom we perform a service.

The Cooperative is certified according to the UNI EN ISO 9001 and 11034 standards.

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www.casadellagioventu.it under Services

PURPOSE

The Casolare Socio-Educational Rehabilitative Day Centre is a semi-residential day service for people with disabilities who are 18 years of age or older.

The Casolare CD aims:

- to the overall development of the disabled person by encouraging and consolidating individual skills and abilities regardless of the level of impairment
- to develop the residual potential by finalising the action to achieve significant objectives through individualised paths and projects in line with the life project defined for the subject by the relevant bodies
- to the valorisation and respect of the path of each person with disabilities starting from their specific needs, necessities and desires
- to improve the quality of life of the disabled person by promoting the expansion of opportunities for sociality and inclusion
- to increase and maintain levels of autonomy in the various work areas by counteracting involutive principles
- to promote relationship and communication skills
- to mediate the specific educational needs of the individual with respect to the internal situations of the group and to social and environmental realities
- to support the family by seeking with them an important educational collaboration for the realisation of the educational project of the disabled person and for the well-being of the subjects involved

RECIPIENTS

People with severe physical, cognitive and/or sensory disabilities with significant impairment of functional autonomy, aged between 18 and 65 years.

RECEPTION CAPACITY

The Casolare CD is authorised to accommodate a maximum of 24 users per day.

LOCATION AND STRUCTURAL DESCRIPTION OF THE SERVICE

The Casolare CD is located on the ground floor of a farmhouse situated just outside the historic centre of Senigallia in Via Corinaldese, 52 owned by the Cooperative that manages the offices on the first floor of the same building.
It develops on a single plan of 212 sq. m.

The Casolare CD makes the following spaces available to users and operators:

- entrance with reception area
- cognitive and didactic laboratory room with a dedicated PC/tablet/TV corner
- creative-manual and laboratory laboratory room
- multipurpose hall
- kitchen and dining area
- three toilets, two of which are equipped for disabled people

- a toilet dedicated to operators on the first floor for shared use with the offices
- Office and changing room available exclusively to operators
- an external storage room/warehouse shared with the offices

As much as possible, for the performance of some specific activities, public places present in the territory are used with a view to greater integration and sociality where the intention is precisely to participate in a context of leisure, entertainment, well-being and meeting designed for all citizens.

SERVICE ORGANISATION

Opening of the Service

WEEKLY OPENING	HOURS excluding transport time	Total daily opening hours
Monday	9.00 am – 5.30 pm	8.5 hours
Tuesday	9.00 am – 5.30 pm	8.5 hours
Wednesday	9.00 am – 5.30 pm	8.5 hours
Thursday	9.00 am – 5.30 pm	8.5 hours
Friday	9.00 am – 5.30 pm	8.5 hours
TOTAL weekly opening hours		**42.5 hours**

The service is open 240 days a year (48 weeks).
At the beginning of each year, the opening hours are established and communicated to all parties involved.
Closing days are always planned during the Christmas period and during the summer period coinciding with the August bank holiday.
Other closing days may vary from year to year in number and period.

Types of attendance

You can choose between two different types of attendance:

- **FULL TIME**: every day from 9.00 am to 5.30 pm with the possibility of transport and canteen already included in the fee
- **PART TIME**: every day from 9.00 am to 2.00 pm with the possibility of transport and canteen already included in the fee

The type of attendance is chosen upon admission in agreement between all the subjects involved (disabled person and their family, day centre, Umea) in an official meeting.
Each family may request over time to switch to a reduced time or to be reinstated to full time by making a specific request to their social worker who will convene a Pei with all the interested parties. However, this change of attendance is always subject to receiving authorisation from the UTdMS.

Typical day

A typical day unfolds according to the following times:

HOURS	DESCRIPTION
7.30 am – 9.00 am	Transport home – center
9.00 am – 9.30 am	Opening of the center Welcome Hygiene for those who need it Group sharing
9.30 am – 11.30 am	Carrying out activities according to schedule
11.30 am – 12.00 am	Local accommodations and post-activity material Return from external activities Personal hygiene
12.00 am – 2.00 pm	Preparation of rooms for lunch Lunch Personal hygiene after lunch Preparing Part-Timers Who Need to Return Home
2.00 pm – 3.00 pm	Transportation from the centre to home for those who attend part-time Arrangement of premises after lunch Rest and relaxation for people who stay at the center
3.00 pm – 5.00 pm	Carrying out activities according to schedule

5.00 pm – 5.30 pm	Local accommodations and post-activity material Return from external activities Personal hygiene
5.30 pm – 6.30 pm	Transport center – home

This organisation is flexible and subject to change as there are planned outings, trips or particular activities during the year related to the objectives of the Individual Project of each user that may require changes; every activity will always take place in agreement with the families and with the prior authorisation of the relative or support administrator.

SERVICES OFFERED

Transport

For users registered at the Day Centre Home/city centre transport service and vice versa is available already included in the fee.
For some journeys, the Cooperative uses an external company to which the transport service has been contracted, which provides users with two minibuses and drivers. Other journeys, however, are carried out directly by the centre's educators who carry out the transport as drivers and chaperones, using the service's own vehicles.

Each user is guaranteed return transportation exclusively according to their type of attendance. Therefore, they cannot be carried out by the transport centre in advance or after the time foreseen by the attendance modality; any other transport requirement different from the one indicated must be carried out independently by a family member or other authorised person.

The Casolare CD is located near the historic centre and is easily accessible by public transport, on foot or by private means such as bicycles. Therefore, if there are users for whom their individualised project includes the maintenance or strengthening or development of a certain autonomy of movement, upon agreement and completion of specific forms, it will be possible to provide for the arrival and departure of the user from/to the centre independently through one of the methods listed.

It should be noted that in the event of a family deciding not to avail the opportunity of a total or partial assisted transport, this does not entail any change to the economic participation in the service by the user/family, as established by the "Single Regulation for access to the local social services system and for the economic participation of ATS8 users".

Cafeteria

For users enrolled in the Day Centre both full-time and part-time, Canteen Service is available already included in the fee.
The meals are provided by an external company that, according to current regulations, will provide the food which will then be portioned once it arrives at the centre by the Oss operator on duty as required by the HACCP regulation.

The planned menu rotates over four weeks and is agreed upon between the head of the Casolare CD and the canteen contact/nutritionist, taking into account the nutritional and dietary needs of the majority of users.
"Special menus" are available to respond to any health/nutrition issues. These menus are made in agreement with the family and only in the presence of a specific detailed medical certificate and authorisation from the user/family member/support administrator to proceed.

It should be noted that in the event of the family/administration support deciding not to avail the total or partial use of the canteen service, this does not entail any change to the economic participation in the service by the user/family, as established by the "Single Regulation for access to the local social services system and for the economic participation of ATS8 users and determined on the basis of the type of full or partial attendance.

PEDAGOGICAL APPROACH and ACTIVITY PLANNING

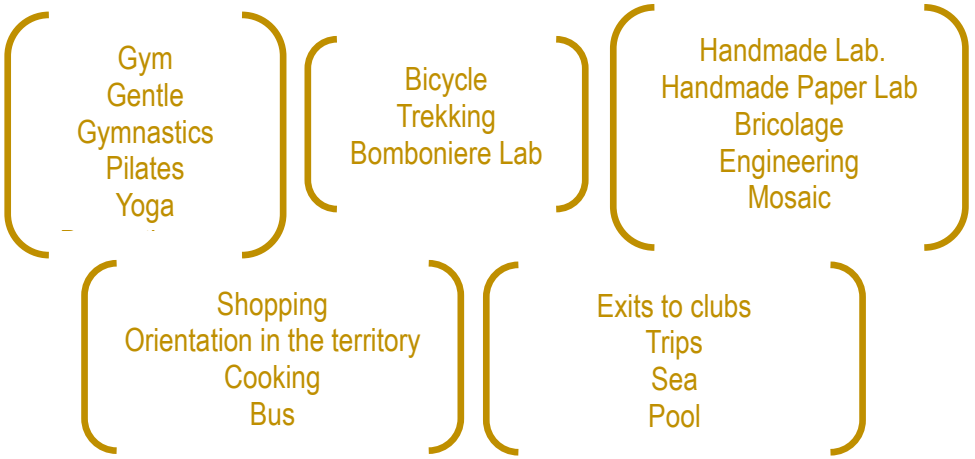
The reflection that is at the basis of all our educational interventions aims at maximum integration in the social fabric experienced daily with numerous and varied experiences. Despite intellectual disability, we believe it is possible to be full citizens, children with small and large emancipations, caring brothers and friends, protagonists and committed people in their physical, intellectual and emotional growth and maturation. Disabled people, are not only the object of careful care but

subjects with their own personality and responsible for their own Life and Happiness.

The many activities that we propose every day are important opportunities and tools to reach the general objectives described and the more specific ones identified for each user that will become an important part of each individual project.
The proposed activities fit within the indicators of the **Quality of life**:

PHYSICAL WELLBEING	SOCIAL INCLUSION
EMOTIONAL WELLBEING	SELF-DETERMINATION
INTERPERSONAL RELATIONSHIPS	RIGHTS
PERSONAL DEVELOPMENT	MATERIAL WELL-BEING

Some examples of activities planned are:



There are two activity schedules, a winter one and a summer one, both then with the appropriate modifications are adapted to spring and autumn so as to make proposals that are always suitable for the moment and capable of making the most of what the territory offers in terms of spaces, opportunities, events, weather. The programming is shared with the users in a special group meeting and then with the families; this happens at least twice a year.
The programming repeats itself every week.

Variations are expected over the months due to trips, special outings, participation in events; the entire organisation is decided by the educational team and shared with the family.
The proposed activities are:

- designed to always be carried out in small groups so as to allow everyone to find their own space to express themselves and receive the right attention
- choices based on the tastes and aptitudes of the users, their abilities and potential to be developed and consolidated, the new learning to be supported, the skills to be maintained

At the basis of our educational programming and choices is the desire to pursue a **"normality therapy"**, the effort to make "life" experiences_capable of generating well-being and positive emotions and at the same time "open" places, fully integrated with the territory and the community. We do not seek to build ad hoc special spaces for disabled people but rather the tendency is precisely to make them live experiences of normality in contexts of public use, for the purpose of real social integration.

EDUCATIONAL COURSES STARTED

Over time, to respond to the increased requests and needs of the disabled people we met, different paths were created within the day centre with similar proposals but calibrated to different levels of ability and difficulty and with different purposes.

- **CLASSIC DAY CENTRE PATH** for those who, due to educational needs or special requirements, age, interests, life stages, or to combat cognitive decline, require a stimulating space for meeting and socialising outside the family context. This path offers a variety of experiences ranging from physical well-being to creativity, to free time, to fun, to teaching, to sports, to social inclusion, all in full respect of the times, ways and interests of each individual. There is no shortage of opportunities to work on new learning, for spaces of possible autonomy and on maintaining acquired skills. Occupational therapy activities can be proposed to stimulate, refine or enhance manual or creative skills.
- **AUTONOMY PATH** For young people, perhaps just out of school, who need adequate time and space to understand what the right path in life for

themselves could really be; they are helped in the difficult path to mature, to form as an adult, to understand their own abilities and strengths and to learn to face difficulties or their own limits. It is therefore a path that fits halfway between the other two and is based on the achievement of minimum objectives with respect to personal, relational, orientation, transportation, domestic and emotional management autonomy that favour commitment, personal involvement, sense of responsibility and inclusion.

- **SKILLED PATHS** aimed at young people for whom future employment is conceivable but who need a training path for work and being a worker. The young people will carry out theoretical and practical activities at the centre before going with their educator to directly meet local companies to gain experience and understand whether that type of job proposal is right for them. Their future employment will depend on the objectives achieved and will then be managed and followed entirely by Umea once the subject, after about a couple of years, is ready to leave the day centre.

Access to one of these internal paths at the Casolare day centre is established upon the evaluation made by Umea in agreement with the centre and the family.

IMPROVEMENT OF EDUCATIONAL AND CARE ACTIVITIES

The aim of the service is to constantly improve its educational and assistance action towards its guests in terms of quality, quantity and satisfaction: of the proposals offered, of the collaborations with the territory, of the opportunities for external experiences, variety and novelty of the activities in the program.
Another quality element is the reduction of turnover to a minimum; this has always been one of the primary objectives of the service so as to guarantee the continuity of the educational and care action and to allow the creation of important and lasting bonds.

EXTERNAL COLLABORATIONS

These collaborations include all the relationships that are built and maintained in a network perspective with all the agencies that deal with disabilities in various capacities in the Senigallia and surrounding area.
First, the collaboration with the Official bodies such as Ast (Umea and Umee) and UTdMS with which the Day Centre has an agreement and with which all the steps, procedures and projects that concern each individual user are established, in a synergy of action that looks at the disabled individual and goes beyond him to also include his family.
We also collaborate with Schools and all those groups or individuals who know the disabled person and who interact with him in various ways, with the aim of ensuring and maintaining an **educational and care continuity** and build significant networks to truly allow the disabled person to take a linear path where everyone participates in improving it.
In the logic of networking and with a view to social integration, the Casolare CD also collaborates with numerous local realities such as various associations, sports clubs, parishes, small businesses, gyms, shops, bars and clubs, etc.
These collaborations allow us to carry out specific activities in the reference territory, to expand the educational offer by improving the quality of the service itself, encouraging the promotion of social inclusion and the culture of disability.

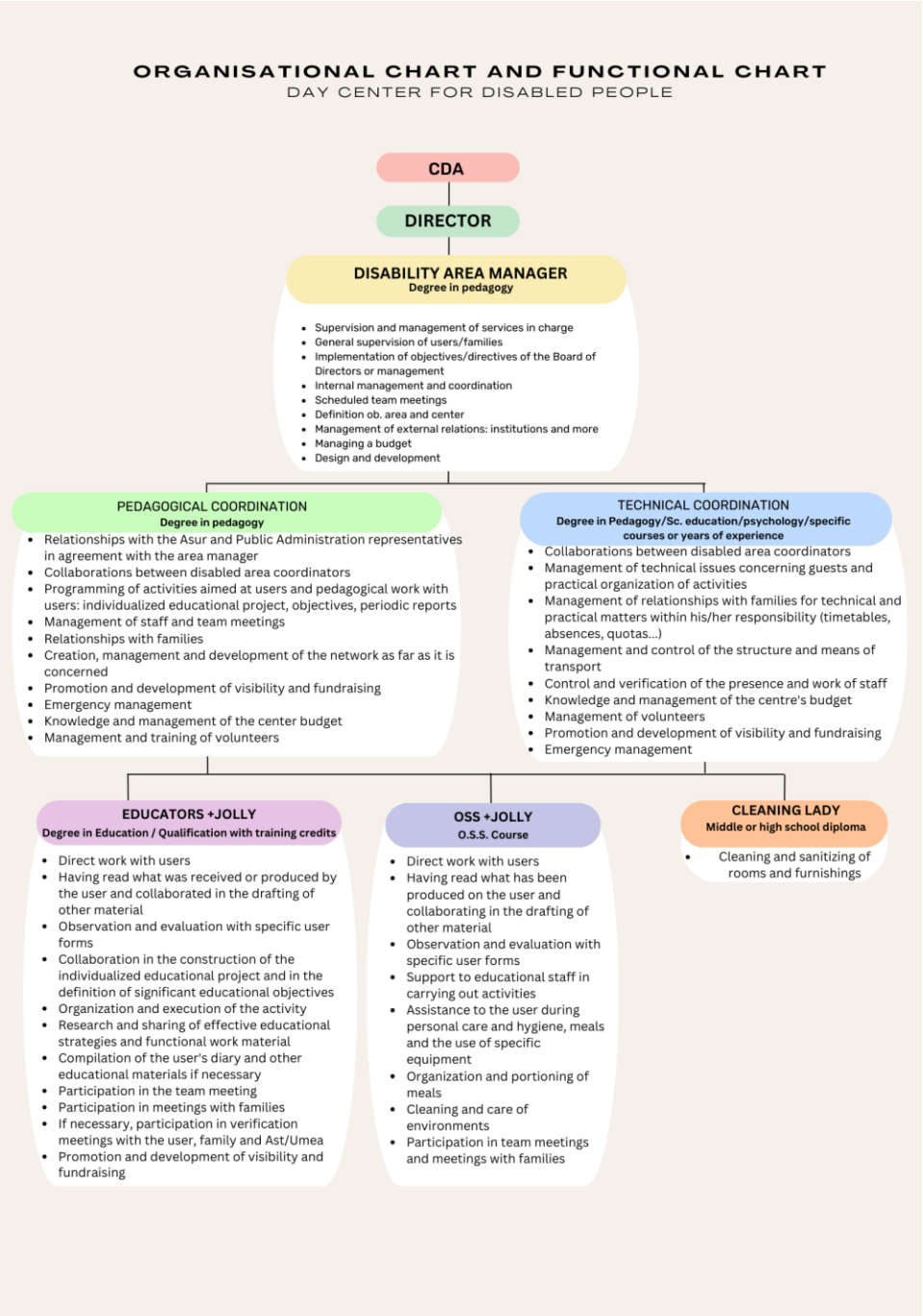
FAMILY RELATIONSHIPS

A good relationship of information exchange with the family members is the basis of a good insertion of the guest and a good continuation throughout his/her journey at the Centre.
In fact, the decisive factors are the Preliminary meetings for placement with the disabled person's family members because this is how we can learn about their habits, needs, attitudes and predict the best ways to welcome them.
From the moment of admission onwards, the family member is always informed about changes, difficulties or any peculiarities affecting their loved one, by telephone or in person.
If necessary, individual meetings between the Centre's managers and the family can be established and at least once a year an official meeting with the Umea service will occur, to offer a space for listening, comparison and sharing of educational strategies to support the disabled person and his family.
At least two Group meetings per year with all families or other caregivers are also planned, usually on the change of programming (June-October); during these moments the educators describe the paths taken, the results obtained, the networks activated and the future projects with respect to activities and collaborations.
Also, during the year, some events can be organised to create convivial moments on holidays or simply to encourage relationships and family groups and spend pleasant moments together.

STAFF

CD Casolare employs qualified personnel in accordance with current regulations.

Organisational Chart and Functional Chart of Casolare Day Center



Staff selection criteria

New staff always undergo a probationary period.
The service coordinator completes an evaluation questionnaire for new staff one month into their employment, then at three months, and finally at six months.

Staff training

Every year a training plan is drawn up which includes both mandatory training (81/08, HACCP where required, privacy) and specific training chosen on the basis of the training needs that emerge within the team itself.
The training plan can be implemented on an ongoing basis, according to training proposals that may arise over time from cooperative headquarters or other entities with which we collaborate and that must be evaluated each time.

Team working methods

The group of operators is followed and supported by a technical coordinator and a pedagogical coordinator periodically supervised by an internal pedagogical manager, with respect to issues relating to the users and their individual project, to relationships with other bodies and subjects, to educational strategies and methods of work.

All operators are always involved not only in the practice but also in the decision-making process regarding important aspects such as the assessment of the subject, the drafting of the educational project, the definition of objectives and the choice of activities. They play a decisive role together with the coordinators also in the search for collaborations for new activities and experiences and for fundraising for the benefit of users and the service.

The coordinators are available by phone every day during the opening hours of the service from 9.00 am to 5.30 pm; for meetings or visits it is necessary to make an appointment with them.
A team meeting is establish periodically; additional meetings may be arranged in case of particular situations, in view of urgent checks or for any issue deemed important to share and discuss.

VOLUNTEERS

The centre also makes use of volunteers who, during the week and in particular activities, can support, but never replace, the operators by supporting their daily action, facilitating contact with the territory and facilitating the carrying out of an activity.
Anyone interested in becoming a volunteer can contact the Cooperative or the service of interest directly and find out about the necessary steps to take.

ADMISSIONS

Those interested in entering the day centre must contact the Asur Umea service who will take charge of the situation and try to find the most suitable structure for the disabled person.

The following are not admitted to the Casolare day centre:

- minors or people over 65 years of age
- disabled people with care and assistance needs that are not compatible with the nature and organisation of the service itself
- disabled people with serious behavioural problems, aggressive and dangerous towards themselves or others
- people with psychiatric pathologies
- disabled people who live in an area served by another day centre (territorial proximity) and who, despite wanting to attend the Casolare Centre, are unable to carry out transport independently
- disabled people outside ATS8 except for specific agreements between Municipalities/Territorial Areas

Each new possible admission to the centre begins with an introductory meeting between all parties during which the service is presented, the Service Charter is delivered and all information on the disabled person and the path taken up to that moment is collected so as to guarantee the **educational and care continuity between the centre and the services and context attended** (e.g. school, Umee, etc.) The trial period, times and methods of attendance will be agreed upon together and a possible entry date will be suggested.

Once obtained official authorisation upon entry by the UTdMS, the official entry date will be established by the service and communicated to all parties involved.

Any aspect related to the attendance of the day centre (methods, times, acceptance of services offered, etc.) can be re-evaluated and possibly changed only through an official Pei meeting with the subjects involved Umea, family, centre and authorised by the UTdMS.

WAITING LIST MANAGEMENT

Any waiting list is managed and coordinated in agreement between the Umea Service and UtdMS, which evaluate the priority of admissions based on a variety of factors, including territoriality, the order of arrival of applications, the urgency/severity of the situation, and critical issues related to the family unit.

ADDING NEW USERS

After having obtained formal authorisation for inclusion in the day centre, the service referents (the person in charge/pedagogical coordinator and the technical coordinator) invite the relative referent/support administrator or other figure deemed useful to the centre together with the disabled person for a formal meeting/interview during which:

- the aspects already outlined during the previous meeting with Umea will be reiterated and everything will be transcribed in a sort of "hospitality contract" called "Adhesion to the service" signed by the user and/or the family member/support administrator in which all the relevant issues regarding entry and type of attendance are specified
- the "user card" will be filled out with all the anamnestic and functional data of the user and a questionnaire to collect information deemed useful for the purpose of good induction.
- viewing and reading of the internal regulations
- All the forms required for entry will be filled out and signed and the form for the GP will be delivered
- filling out privacy forms
- we will meet to begin outlining a draft of an individual educational project
- the activity program designed for the first period will be delivered and developed on the basis of all the information collected up to that moment
- visit of the premises and presentation of the new user to the other classmates present in the facility and to the educators

All the information provided by the family, by Umea, by other subjects considered relevant or by other services attended by the subject up to that moment, are collected together and presented during the first useful meeting to the whole team with which the first educational lines of work will be defined, so as to promote the **educational and care continuity.**

PHASES OF THE INDUCTION

A gradual introduction is always foreseen.
The gradual nature of the induction is linked to the individual project of each person; the duration of the individual phases varies depending on the subject, his/her characteristics, individual critical issues, subjective response of adaptation and also takes into account family needs.

TRIAL PERIOD

Each new placement at the centre begins with a trial period which, depending on the specific situations, may have a variable duration but not less than one month.
The pedagogical coordinator draws up the report on the outcome of the probationary period.

At the end of the trial period, a verification meeting is held in the presence of Umea, the pedagogical coordinator and the family contact person/support administrator.
In the event of a positive result, the disabled person will continue with his/her attendance and the individualised project and the methods of planning the interventions will be defined, all in a shared manner between the various subjects involved. In the event of a negative result, in agreement with all parties, the disabled person will be discharged from the day centre at the official meeting with Umea and family, who will then have to reorganise new meetings and proposals.

RESIGNATION

Resignation may occur because of:

- negative outcome of the probationary period
- reaching the age limit of 65 years
- transfer to another facility or to another territory
- manifestation in the user of particularly compromised health conditions that are no longer compatible with the regular running of life in the centre
- manifestation in the user of problematic behaviours that are no longer compatible with the normal performance of activities or highly aggressive towards oneself or others

- will and request of the family/support administration
- failure to comply with the provisions set out at the time of entry and acceptance of the service
- achievement of 30 consecutive days of absence or 60 total days per year as established by the "Single regulation for access to the local social services system and for the economic participation of ATS8 users".

In the event of resignation, in order to ensure the **educational and care continuity**, the educational manager/coordinator draws up a final report on the user's condition in the last period of attendance to be delivered to the family and to Umea.
Furthermore, in agreement between the parties involved during the official meeting, and when the situation allows, the closing/transition methods most appropriate to the situation and the subject will be established.

TRANSITION YEAR

During the last year of high school a "Transition Year" project can be activated in collaboration with the school, as a way of getting to know and bringing the young disabled person and his family closer to the day centre.
During the meeting between Umee, family and school it is possible to agree on a model of school alternating to the centre in one of the services presents in the area.
It will then be necessary for the chosen service to be contacted to arrange an initial meeting in the presence of all the parties involved and to define the methods of carrying out the project.
The Transition Year Project involves:

- the presence of the disabled student for one or two days a week, to be carried out in the morning from 9.00 to 12.00
- that the student is accompanied by his/her own school educator or support teacher for the entire time he/she is at the centre
- that transport to/from the Centre is carried out independently by the school or the family in compliance with the agreed timetables
- that both the intermediate and final tests are set from the beginning, the latter usually at the end of May/beginning of June, before the end of school.

HOW TO BOOK APPOINTMENTS OR VISITS TO THE DAY CENTRE

It is possible to visit the centre by making an appointment directly with the service manager.

Visiting hours are usually from 9.30 am to 11.30 am and from 3.30 pm to 5.30 pm, from Monday to Friday and compatible with the organisation of the service itself.

RIGHTS OF USERS AND FAMILIES

A further and essential element of quality is the valorisation of the rights of users and their families, which are listed below:

The user has the right:

- to express himself without prejudice
- to live in a healthy place that looks after their physical, emotional and psychological well-being
- to be listened to and understood with respect to their needs and desires
- to receive opportunities to improve their quality of life
- to be helped and supported to create healthy and meaningful relationships, with mutual respect
- to education, assistance and care of the person with respect for human dignity and according to the principle of self-determination
- to inclusion and social integration so that they can fully experience their territory and be citizens in all respects

The family has the right:

- to be informed about what happens to their child/family member at the centre
- to be involved in the definition, implementation and evaluation of the educational project
- to privacy with respect to the data and information provided as required by law
- to submit complaints/suggestions/praises using the appropriate form

RULES OF COMMUNITY LIFE

Users are asked to:

- respect and do not cause harm to people and things belonging to others or the centre
- not publish on social media posts and comments that concern the personal sphere of operators or other companions and their families and any other material such as photos or videos that portray operators and companions without authorisation

- not take objects belonging to others or the centre itself from the centre
- not bring objects into the centre that could be dangerous for themselves or others
- not bring valuable personal items to the centre

SERVICE RATE

The service fee includes participation in the centre, the meal and the transportation service. It is established and managed directly by the UTdMS that requests it directly from the families.
Neither the cooperative nor the Centre intervene on the fees.

ACCESS TO SERVICE DOCUMENTATION

Starting from the date of resignation, each user/family member/support administrator has one month to request the service for the user's personal documentation stored in his/her notebook. The request can be made directly to the coordinator in written form (letter/email).

PROTECTION OF THE RIGHTS OF ASSISTED PERSONS

The cooperative and all those who work within the Casolare CD must respect and protect the rights of the disabled people assisted in accordance with professional ethics and as set out in the Service Charter, the Code of Ethics and the Regulations of the facility.

INSURANCE COVER

Guests, volunteers and staff are covered by RCT and RCO insurance arising from our liability.

SATISFACTION ASSESSMENT
Customer-user, Customer-client, Staff

For years, the Cooperative has used satisfaction questionnaires addressed to users/families, to the personnel employed in the individual services and to the contracting bodies.

Customer satisfaction

For the families/users and the contracting bodies a customer satisfaction survey was designed to be administered with the aim of understanding the level of satisfaction with the service and being able to intervene in relation to the areas to be improved. Annual administration.

People

Finally, to evaluate the level of satisfaction of the entire staff employed in the service the "People" is in use in order to detect through the analysis of some indicators their degree of satisfaction and the space to make any improvements in the organisational quality of the service. Annual administration.

The re-elaboration of these results is then shared with the team of operators, reported by the manager to the management in the final report of the year and will be the subject of a specific report to highlight positive aspects or any critical issues of the service in which an intervention is necessary to bring about a qualitative improvement of the service.

COMPLAINTS-SUGGESTIONS-PRAISES FORM

A complaint is any act by which a clearly identifiable person contests in writing a behaviour or omission.

Complaints can be submitted by subjects through:
- ordinary mail to the address: Via Corinaldese 52, Senigallia, 60019 (AN)
- email to the address: complaints@casadellagioventu.it
- certified e-mail (PEC) to the address: casadellagioventu@pec.confcooperative.it
- direct delivery to Via Corinaldese 52, Senigallia, 60019 (AN)

The Management of the Cooperative is responsible for managing complaints and will strive to provide a response within 14 calendar days of receipt; in case of particular complexity, it may extend the term to 30 days.

This regulation is made available to internal and external subjects through publication on the Cooperative's website and at its operational offices.

The Cooperative guarantees that the data will be processed in compliance with all security and privacy precautionary measures.

The same method can be used for suggestions or praise.

COMPLAINTS MANAGEMENT WHISTLEBLOWING REPORTING

The Cooperative also uses the WHISTLEBLOWING system accessible from the website www.casadellagioventu.it