



## Customer Protection

**(Making comments and objections, pressing charges and lodging complaints)**

**Adopted by the Azienda Ospedaliera Ordine Mauriziano di Torino through the Resolution no. 294 of 26<sup>th</sup> May, 2011**

### Art. no. 1

Users, relatives, citizens, volunteer organisms and other parties subject to the protection of rights can make comments and objections, press charges and lodge complaints related to actions, behaviours, and/or situations which deny, limit or violate the human dignity and the proper functioning of the medical and social services.

The competent service in this matter is the Customer Care Department (PR) which is bound to open the complaint file and reply in 30 days time from the moment the comment/complaint has been received.

The user can also notice positive situations and present praises to PR.

### Art. no. 2

Users and other parties, as determined in art. no. 1, can assert their right by means of:

1. a letter sent or handed over directly to the Azienda Ospedaliera Ordine Mauriziano di Torino's PR;
2. filling in a specific form available at PR, properly signed by the user;
3. a notice via fax or email sent to PR (011.508.2101, email: [urp@mauriziano.it](mailto:urp@mauriziano.it));
4. a meeting with an PR officer (hours from Monday to Friday: 8.30-13.00/ 13.30-15.30).

In-patients who cannot leave the ward can ask for the intervention of an PR officer to lodge a complaint or make a comment.

At the request of the interested party, PR officers are bound to release a copy of the complaint/comment.

Anonymous comments will not be considered unless for statistics purposes.

### Art. no. 3

According to the provisions of the law-decree no. 502/1992, art. no. 14, comma 5, as amendment, the comments/complaints must be made/lodged in 30 days time after the moment the interested party acknowledged the action, behaviour or situation harming his/her rights.

Comments/complaints made/lodged after more than 30 days, might be taken into consideration at the department's discretion.

### Art. no. 4



According to the current legislation which assigns specific duties and procedural activities to PR, all complaints/comments addressed to *Azienda Ospedaliera* must be transmitted to PR to be handled.

#### **Art. no. 5**

In case of complaints/comments presenting an easy and immediate solution, PR officers are bound to adopt all the initiatives needed to reply to the user immediately and exhaustively.

In the case an immediate solution cannot be found, all complaints/comments made/lodged or received as above indicated must be transmitted in 5 days time to the Services' Directors to be handled, and to the Umberto 1<sup>st</sup> Medical Facility Management, the Administrative Department of *Azienda Ospedaliera* and the SITRO to be acknowledged, if interested.

According to the current legislation, the Directors of the Services involved must adopt all measures necessary to avoid the persistence of the eventual poor service and to provide to PR, in 7 days time starting from the moment the request has been received, the information useful to offer the user an adequate reply in 30 days time.

The information received will be examined with the help of Umberto 1<sup>st</sup> Hospital Facility Management. In the case of particular complexities of diagnosis-therapy nature, the Technical Committee is summoned for. If the particular complexity of the complaint requires long reply time, the interested party is to be properly informed. Nevertheless, the reply time must not be longer than 60 days.

#### **Art. no. 6**

If the citizen is not satisfied with the reply received, the re-examination procedure will be initiated. In this case, PR will summon the interested parties for mediation meetings and, eventually, will write a conclusive reply.

#### **Art. no. 7**

As Legal Representative of the *Azienda Ospedaliera Ordine Mauriziano di Torino*, the Chief Executive will sign the reply letters.

#### **Art. no. 8**

In order to undertake preventive and improving actions of the offered services' quality, URP registers and classifies all complaints/comments received, drafts and presents periodical reports to the General Management.