NURSING HOME

CHARTER OF SERVICES

Regional regulation 4/2019

domusmaxima
Valori di cura

Updated on 1/04/2025

Charter of services

Dear customer,

In thanking you for choosing our Services, we extend our cordial welcome to our "Domus Maxima" facility, where you can enjoy at any time the performance and Services we provide with quality, confidentiality and promptness..
We would like to inform you that our Client is the Guest and his family and therefore we trust in the contribution of everyone for an ever better response to the needs, requirements and desires of each. The Service Charter is intended to be a response to the need for clear and complete information. It represents an important and significant document that brings together all the objectives and principles that orient and guide the management of the Structure.

The Residence through the Service Charter indicates the general and specific objectives that it has set itself to achieve:
improving the quality of life of guests and their families;
building a privileged relationship with the Guest and his family
provision of social-assistance services with high socio-health integration to persons over the age of 18, with serious psycho-physical deficits and in a condition of non-autonomy, who do not require complex health services but who require a high level of personal assistance, with assistance and socio-rehabilitation interventions (R.S.A. disabled - ex art. 58 pertaining to R.R. n. 5/2019) optimization of the Services provided, also through the contribution and participation of Municipal social structures, voluntary associations and institutional bodies interested in the Service;
active participation in the construction of a better quality of life in the area in which the Facility is located;
creation of an advanced and integrated corporate organizational model;
constant monitoring of results, in order to obtain indications for the planning and management of process quality.
The Domus Maxima Service Charter has adopted the principles, rights and duties expressed in the Charter of Rights of the Disabled and Elderly Person..

To meet these needs, the "Domus Maxima - Valori di Cura" Residential Health Care Facility aims to achieve the following objectives:
-plan healthcare, assistance and rehabilitation interventions;
-maintain an adequate numerical ratio between Staff and Guests for a satisfactory quality of social and health care;
-satisfy, through the Service provided, the needs of the Guest, his family and the institutional interlocutors (Municipality, district, Region, Local Health Authority);
-ensure good hotel standards
-plan training and continuous education activities, such as to guarantee and maintain a high level of professionalism of its Staff.

The management director
The Heath coordinator

INDEX

PRESENTATION

The Residential Health Care Facility "Domus Maxima - Valori di Cura", managed by "LA MAXIMA SALUS SRL", is located in Casamassima, a pretty town ten minutes by car from Bari, inside a green island in the heart of the town; it stands on an area of approximately 12,500 square meters along Via Don Domenico Parente n. 12 and is made up of four floors.
For each Guest, the expected standard of care is guaranteed (l.r. 19/06, Reg.reg. 04/19) distributed among the various professional figures (General Practitioner, Geriatrician/Neurologist, Psychologist, Psychiatric Rehabilitation Technician, Nurse, OSS, Professional Educator, Physiotherapist, Social Worker).

Purpose and Values

The Domus Maxima - "Valori di Cura" residential health care facility is a residential facility, with a predominantly hotel-like reception and socio-health integration, designed to accommodate, temporarily or permanently, self-sufficient users and those with no serious psycho-physical deficits, as well as people with dementia, unable to lead an independent life, who do not require complex health services, but who require a high level of personal assistance with educational, assistance and rehabilitation interventions provided they are not affected by contagious diseases.
The residential health care facility is therefore aimed at combining the needs of protection and hotel assistance with socio-health needs, aimed at elderly and/or disabled people who are not self-sufficient with limitations of autonomy of any kind (physical, mental and social).
To meet these needs, the Residential Health Care Facility "Domus Maxima - Valori di Cura" aims to prevent further loss of autonomy and maintain the user's residual abilities, through the following services:
Daytime and nighttime guardianship, nursing and physiotherapy assistance for maintaining and improving the person's health and level of autonomy;
Assistance to the person in carrying out daily life activities;
Hotel assistance;
Rehabilitation and educational activities;
Social activities.

Our principles and values are:

• the centrality of the Person;
• ensuring a good quality of life and health protection;
• supporting the social relevance of the Person in difficulty, even if institutionalized.
In light of this, we are committed to offering:
• qualified assistance;
• the highest possible level of quality of life and health;
• maintenance, where possible, of the residual functional abilities of our Guest;
• targeted and personalized interventions, also thanks to the contribution of family members;
• continuous training of staff.

PRESENTATION

General Objectives

Our residence has the mission of ensuring, while respecting the individuality, privacy and dignity of the person, the best possible quality of life for the elderly who use our services, regardless of their physical and mental health conditions.

Pursuing the following objectives:

-Providing permanent or temporary hospitality to individuals over the age of 64 in situations of serious psycho-physical impairment, as well as people affected by senile dementia, who require a high level of personal assistance with assistance and socio-rehabilitation interventions with high socio-health integration, who are unable to lead an independent life.
-defining **individualized maintenance and rehabilitation paths**, aimed at safeguarding residual abilities and strengthening deficient areas, in a multidisciplinary perspective.
-Involving **families** in the recovery plan, encouraging their participation and responsibility, also through forms of direct collaboration with operators.
-activate the Resources present in the local community to promote the social integration of the elderly and/or disabled people included.
The structure is divided into four floors including 110 beds.

The floors reserved for the elderly art. 66 are 2:

The First Floor, is composed of **30 beds,** in which the elderly are welcomed (Art.66 Leg. Reg. N° 4/2019) with low and medium severity care complexity impairment. The organization of the floor allows to guarantee more specific assistance to the needs of the people present. On the first floor there are also 1 canteen, 1 TV room, 1 room for the operators, the reception, the room for relatives' visits and the administrative office.

The second floor is a "protected floor" as, the specific organization of the same, allows to guarantee targeted assistance commensurate with the needs of the users. It consists of **30 beds** in which elderly people are welcomed (Art.66 Leg. Reg. N° 4/2019) with medium-high severity impairments and care needs.

Of the 60 places available for art.66, **20 places are in agreement** with the SSN, of which 60% are currently accredited.

Entrance

Informations

The R.S.A. residential health care facility, Domus Maxima-Valori di cura, provides care services to elderly people, over the age of 64, with serious psycho-physical deficits and in a condition of non -autonomy, who do not require complex health services but who require a high level of personal assistance, with highly integrated assistance and socio-rehabilitation interventions.
Hospitality at the R.S.A. refers to long-term programs.
Access to the services provided by the R.S.A., under accreditation with the Districts and the ASL, occurs through the Multidimensional Evaluation Unit using the SVAMA evaluation system.
Interested persons can therefore access all the information on our facility at the Management or the Social Service, both located in Via Domenico Parente- Casamassima (BA).
You can also visit our website http://www.domusmaxima.com/

Entry Application

The duly completed entry request form must be delivered to the Facility to be assessed by the Internal Evaluation Unit (U.V.I.), composed of the Management Director, Health Coordinator, Socio-Health Area.

In the event that the guest falls within the places in agreement with ASL, access to the services occurs:

with prior authorization issued by the UVM of the DSS of the patient's residence, after drafting the PAI, on prescription-proposal:
-From the GP
-From the doctor of the hospital operating unit;

For transfer from post-acute facilities or community hospitals

Waiting list

Once the application has been positively assessed, the Guest is placed on a waiting list, managed directly by the Social Health Area of the ASL of Bari.
Placement on the waiting list is the result of the intersection of several criteria: that of the progressive number of the application, that of the urgency of the hospitalization (protected hospital discharge/reports by Social Services), and that of the compatibility of the free place with the health and social needs of the new Guest.
The waiting list of places under agreement is continuously updated and sent to the competent bodies for information.

Reception service at the entrance

The Service Coordinator, the Psychologist and the Socio-Educational Staff (Social Worker, Educator and Psychiatric Rehabilitation Technician) welcome the Guest and his/her family members upon entering the Facility and introduce them to the residents, taking care to:
• explain the organization of the day (meal times, therapies, activities...);
• show the location of the various Services;
• explain the use of support means (bed, bedside table, call bell);
• collect useful information from the family members to offer adequate assistance right from the start;
• fill in the Guest Card.
Upon entry, the signing of the Contract and the internal regulations is required.
The Contract with the RSA Domus Maxima-Valori di cura establishes that the signatory (in the event that it is not the Guest himself) assumes the role of Guarantor and becomes responsible and privileged interlocutor towards the Facility, both for the aspects of Privacy and for what concerns the economic-financial aspects.

ORGANIZATIONAL STRUCTURE

The Management Director and the Health Coordinator work in close collaboration within the Domus Maxima and, in compliance with their individual responsibilities, assume overall responsibility for the Structure and provide the main directives for the health and social-assistance organization. The Management is characterized as a reference both for the rules that govern institutional relationships and for the overall management of the structure.

Guests can always access the Management or the social area staff, while family members are required to arrange an appointment by telephone.

Management Director

Among his main responsibilities we highlight:
• overall responsibility for the Structure;
• the evaluation of entry applications and the admission of Guests;
• the overall management of the Guest's needs;
• the main directives on the organization and quality of the health, psycho-socio-educational, social -assistance Services;
• the application and compliance with the general safety standards of the entire Structure;
• the control of the Services contracted out;
• relations with the Institutions (Region, Province, Municipality, ASL);
• planning of training and professional development of the Staff;
• evaluation/analysis of requests and reports from Customers, both directly and through the Customer Office or the Service Coordinator.

The Management Director is Dr. Luiso Luciano.

Health Coordinator

Among his main skills we highlight:
• the institutional responsibility of the Structure for health functions;
• the evaluation of admission requests and authorization for discharge of Guests;
• clinical management and taking charge of the Guest, assisted by the health team present in the structure;
• operational coordination of all health activities (medical, nursing, auxiliary and rehabilitation assistance);
• responsibility and supervision of the management of drugs, materials and health equipment;
• responsibility for the hygiene of the Structure and control of general health and hygiene standards;
• supervision and control of catering;
• the application and compliance with the safety standards of the environments and equipment for Guests and Operators.

The Health Coordinator is Dr. Cataldi Antonella.

Service Coordinator

Among her main skills we highlight:
• the organization and control of social-assistance and nursing services;
• the control of work plans;
• the verification of the correct drafting and application of Individual Assistance Plans (P.A.I.);
• the management of specialist visits outside the Residence;
• the maintenance of relationships with family members for matters of health competence;
• the collection, from the staff on duty on the floors, of reports and suggestions from family members to be forwarded to the Management;
• the supply of drugs and parapharmaceuticals.

The Service Coordinator is Social Worker Stella Tutino.

ORGANIZATIONAL STRUCTURE

Social Service

It is open every day including holidays, approximately from 09.00 to 13.00 and from 16.00 to 20.00. In his/her absence, the Management Department intervenes.
It is available to provide information and guidance through the many Services offered.
The Social Worker is responsible for:
• reception and relations with the public;
• the social secretariat;
• guided tours of the Facility by interested Persons;
• waiting lists;
• administrative procedures (entry procedures, investigation of hospitalization and/or civil disability practices, ticket exemptions, etc.);
• requests, observations and suggestions from Customers for the various sectors of activity;
• relations with Guests and families for matters of social competence;
• relations with Institutions (Region, Municipality, ASL).
On behalf of the Clients, it takes care of the bureaucratic procedures for obtaining documents, checks, benefits.

The Head of the Social Service is the Social Worker Dr. Tutino Stella.

Reception Contact

It is open from Monday to Friday from 09.00 to 13.00 and from 16.00 to 20.00. It is responsible for:
• statistics of competence;
• administrative practices (Contract, resignations);
• issuing administrative certificates;
• invoicing to Clients;
• payments and reimbursements;
• management of the Guest Fund.

The Reception Contact is Dr. Martino Biallo

Reception

The first meeting with the Residence takes place through the Reception, open every day from 09.00 to 20.00.
Among the various tasks, we highlight those most useful to the Client, such as:
• identification/control of access to the Structure, Services and Management Offices;
• management of the switchboard and sorting, recording or making calls on behalf of the Guests;
• indications on the use of the various spaces of the Residence.

SERVICES AIMED AT THE PERSON

Domus Maxima guarantees Guests medical, nursing, rehabilitation, psychological and social assistance, in compliance with the Individual Assistance Plan (P.A.I.) received from the DSS of belonging upon entry into the facility.

Health Care

We try to ensure that each Guest (upon request from the Health Coordinator to the Head of the Pharmaceutical Sector of the ASL) receives, in collaboration with their GP and family, the supply of all necessary drugs, oxygen therapy, medical material and artificial nutrition.
The staff of Domus Maxima acts as a facilitator and intermediary for bureaucratic procedures and in relations with doctors of the SSN to ensure the devices for the prevention and treatment of skin lesions from decubitus (anti-decubitus mattresses and dressings) and personalized aids (wheelchairs, walkers).
Domus Maxima has a sufficient number of aids and wheelchairs for occasional use.
The Doctor of the facility and/or the GP, if he/she deems it appropriate for the well-being of the guest, can prescribe specialist visits and diagnostic tests.
The guest's family members, if present, are required to accompany their loved one on scheduled visits outside the facility.
Private specialist visits requested by the patient or his/her family members are entirely at the Guest's expense.

Medical Assistance

The Health Coordinator, a medical team (Night Medical Guard), general practitioners and external consultants specializing in Neurology and Psychiatry work at Domus Maxima. Medical assistance is guaranteed compatibly with the prescribed standards and is structured through an active presence plan (the timetable of which is displayed in the Facility) and telephone availability (with emergency intervention in case of emergencies).
The main tasks of the Doctor are:
• assistance to the Guest in relation to all medical intervention needs (medical visit, prescription of drugs and diagnostic tests, vaccinations, small instrumental interventions);
• the compilation of health documentation;
• participation in the drafting of the P.T.I. and in the Internal Operating Units, where the Guest's psycho/clinical conditions are verified;
and operational decisions on the care and rehabilitation path to be implemented;
• collaboration with other professional figures present in the Facility (Nurse, Physiotherapist, Social Health Worker, Psychologist and Psychiatric Rehabilitation Therapists) to agree with them on the most suitable methods of intervention;
• collaboration and discussion with consultant colleagues from the various specialist branches and with hospital colleagues, in the event of the Guest's hospitalization;
• interviews, according to pre-established appointments and if necessary, with the Guest's family members to provide information on the state of health and on care and rehabilitation projects.

Individual Care Plan (P.A.I.)

A dynamic and interdisciplinary project, the P.A.I. emphasizes the personalization of the intervention and allows to focus attention on the Person, guest of the Domus Maxima, taking into account his needs and desires. All the professional figures work together to achieve a common goal. The presence of the family members and their contribution, able to report on the history, affections, domestic habits, tastes of their loved one, are welcomed and held in great consideration by the work team, in order to outline a picture as complete as possible of the Guest and the consequent objectives to be achieved. The P.A.I. thus becomes a moment of integration between professional intervention and family sphere, through comparisons and sharing. Constant monitoring allows to verify whether one is working in the right direction or whether it is necessary to review the objectives previously outlined

SERVICE AIMED AT THE PERSON

Nursing Care

The R.S.A. guarantees continuous nursing care, day and night, through Professional Nurses.
Nursing care is characterized by:
• the administration/monitoring of drug therapy and the recording of vital parameters;
• daily dressings of skin lesions and the prevention of bedsores;
• continuous and direct assistance to critical Guests;
• the correct application of protocols in protective nursing.

Rehabilitation Service

Our thinking is based on the concept that in the R.S.A. the autonomy of the individual must be preserved until the end and as much as possible.
It is for this reason that the rehabilitation approach must be understood in a broad sense and must look at the Guest's global picture, extending to the entire span of his day, starting from attention to care and hygiene, dressing, mobilization, meal consumption, moments of physical therapy and socialization, through the sharing of objectives and the transfer of skills to all members of the team and family members.

Drug Supply

The R.S.A. procures drugs, prescribed for individual users by General Practitioners on a Single Prescription/Prescription Book, from the local Pharmacy closest to the facility, documenting the pharmaceutical expenditure (Ticket if due, drugs in band C). Visitors and family members are prohibited from providing drugs directly to Guests.

Services of Social-Health Workers

Social-Health Workers carry out and guarantee, continuously over the course of 24 hours, the activities of care and direct assistance to the Guests, regarding hygiene, dressing, assisted bathing, prevention of bedsores (with day and night positioning scheme), management of incontinence, assistance with feeding and hydration, stimulation and protection in walking.

The Service is guaranteed by the availability of specific spaces and equipment and by the presence of Physiotherapists, who carry out specific interventions at an individual, small group or large group level.
Physiotherapists intervene in both neurological and orthopedic pathologies, as well as in the prevention of the formation of bedsores, through the prescription of correct postures in bed and the provision of suitable aids.

Supply of Aids

The provision of prostheses and aids is guaranteed to those entitled by the ASL of belonging.
The Rehabilitation Service and the medical team take care to choose the appropriate aid and prepare the necessary forms for its provision.

SERVICE AIMED AT THE PERSON

Psychological Counseling Service

The Person is at the centre of psychological intervention, both through close work with the Guest and, indirectly, through teamwork and relationships with family members. The Psychologist follows the moment of insertion and reception and offers a fundamental contribution to the drafting of the Individual Therapeutic Plan. He is available for interviews with Guests and their families; he takes care of neuropsychological assessment and of activating cognitive stimulation/rehabilitation paths.

Socio-Educational-Rehabilitation Service

There is a daily Socio-Educational-Rehabilitation Service in the Facility guaranteed by Psychiatric Rehabilitation Therapists and Educators. The Psychiatric Rehabilitation Therapists and Educators take care of managing the Guest's free time by promoting educational-rehabilitation activities, in order to prevent psycho-physical decline and guarantee respect for the dignity of the Person; it also aims to personalize and care for the environment in which the Guest lives.
Activities are planned that are useful for improving cognitive processes and spatial-temporal orientation; moments of socio-cultural aggregation are organized; particular attention is paid to organizing parties and events in which Guests and their families can freely choose to participate.
The six-monthly or annual Activity Plan, drawn up by the Psychiatric Rehabilitation Therapists and Educators, is available for family members at the Reception. In each Unit, the weekly program of activities organized by the Operators is displayed.

Religious Assistance

Inside the R.S.A., Guests can practice any type of religion.
Religious assistance and religious practice are guaranteed thanks to the presence of Catholic religious personnel at least fortnightly.
Non-Catholic Guests can receive spiritual assistance from the Minister of their religion, under their own care or by requesting support from the Customer Office.

HOTEL SERVICES

Catering

The Catering Service is active at the residence with meals prepared inside.
The menu, prepared by the Dietitian in collaboration with the Health Coordinator, varies according to the seasons (summer-winter) and rotates over four weeks. In each Unit, the weekly and daily menus are displayed, which allow the Guest different options to choose from, to respond to food preferences or particular chewing and swallowing problems.
Personalized diets are prepared according to the clinical needs of the Guests. The Operators ensure that Guests who need it are fed.

Typical Menu

• Breakfast: milk, coffee or tea; biscuits or rusks.
• Lunch: first course of the day (alternative between plain rice/tomato or plain pasta/tomato); second course of the day (alternative between cold cuts or cheese; side dish (cooked or raw vegetables); fresh or cooked fruit.
• Snack: fruit juice with biscuits or rusks.
• Dinner: first course of the day (alternative between pasta and rice); second course of the day (alternative between cold cuts and cheese; side dish (cooked or raw vegetables or puree); fresh or cooked fruit.

In relation to the P.A.I. prescriptions, diets for diabetics and hypercholesterolemia are available.

Bar

The Facility is equipped with coffee and refreshment machines.

Meeting Places

Guests and their relatives can move freely within the Facility. Suitable spaces have been created for socializing and meeting between Guests, family and friends.

Effective signage allows you to orient yourself to go to the bar, restaurant, gym, common rooms and garden.

The absence of architectural barriers allows accessibility to all Guests.

Only for entry to the residential units, it is necessary to contact the assistance staff, to verify the possibility and appropriateness of the visit at that time.

Cleaning of the Environments

The daily cleaning of all the environments, with particular attention to the hospitality rooms, is guaranteed by specialized personnel, relieving the assistance workers of this task.

Laundry

The laundry and ironing service for personal items that can be washed in domestic washing machines is guaranteed by the R.S.A.. Information on how to request the dry cleaning service can be found at the Social Worker's Office.

Hairdresser and Beautician

The hairdresser/barber service is active once a week in the Residence for haircuts, styling and special needs. The aesthetic manicure and pedicure service is also active once a week. Reservations are required for the Service at the Reception. The cost of the service is borne by the Guest.

USEFUL INFORMATIONS

Comfort of the rooms

The Domus Maxima is organized into 4 residential units, 110 beds in single and double rooms. In each room, the bathroom is equipped with a shower, sink and toilet.
Particular attention has been paid to optimizing the spaces and customizing the rooms, which can be enriched with the Guest's personal effects.

Mail

Guests who intend to send correspondence can hand it over to the Social Worker through whom incoming correspondence will be delivered to the Guests.

Visiting hours

The facility is open to the public from Monday to Friday, excluding holidays, from 9:00 to 20:00. On holidays and weekdays the hours are from 9:00 to 13:00 and from 16:00 to 20:00.
As regards visits by relatives, a dedicated space has been set up, where guests meet their relatives. It is possible to do so from Monday to Friday, by booking the specific day and time at reception.
Access to the residential units is permitted only on exceptional occasions, if the guest cannot go to the dedicated room.

Given the presence of pathologies and particular situations on the floors, each visitor is also invited to maintain correct and respectful behavior towards everyone at all times (for example, always ask and inform the facility staff about what has been handed over to the guest).

Telephone

It is possible to receive telephone calls directly in the Nucleus. The use of personal cell phones is permitted in exceptional cases.

Transfers and Exits

The transfer of the Guest outside the R.S.A. for any reason, with the exception of health emergencies, is the responsibility of the family members.
The exit of the Guests from the Facility, permitted as long as there are no clinical contraindications, is authorized by the Management Director and must be reported in advance to the Services Coordinator/Social Service. From the moment of leaving until the moment of returning, the Guest's responsibility is borne by the family member or the Person authorized to accompany him.
At the Reception it is necessary to fill out the prepared forms, preferably a few days before leaving.

Assisted Transport

The transfer of the Guest outside the R.S.A. is generally borne by the family members except for health emergencies.

USEFUL INFORMATIONS

Typical Day

• The day for the Guest begins at 06:15 with the alarm clock and personal hygiene and dressing.
• Breakfast is served from 08:30 to 09:30.
• From 10:00 to 11:30 it is possible to participate in rehabilitation and/or recreational activities in the living room on the floor or in the multipurpose room.
• Lunch is served at 12:00 and around 13:00 those who wish or need it can go to bed in their room for the afternoon nap.
• In the afternoon, from 16:30 a snack is served and then it is possible to participate in rehabilitation and/or recreational activities in the living room on the floor or in the multipurpose room.
• Dinner is served at 19:00.
• From 8:00 pm, the preparation of the Guests for the night's rest begins.

The Fee

The fee varies depending on the type of entry.
If access is requested directly by the guest or his family, the amount of the costs is established by the company.
If access occurs through ASL validation and is included among the places available in the agreement, the overall fee determined by the Puglia Region by Regulation 4/2019, equal to Euro 100.34 per day (excluding VAT) is divided between 50% due to the guest and 50% due to the ASL and includes:
• Health, medical and nursing service;
• Social-assistance services;
• Social Secretariat Service;
• Rehabilitation service;
• Psychologist;
• Hotel services (catering, laundry, etc.);

Socio-educational Service.

The following are excluded from the fee: the hairdresser and the pedicure and manicure service, the laundry service for personal clothing that cannot be washed in household washing machines, unforeseen and unscheduled assisted transport and any interventions by Specialist Doctors requested by relatives or the Guarantor, including dental services.
The residential care unit under agreement consists of 20 beds, of which 60% are currently authorised.

Privacy policy

The R.S.A. ensures that the collection of personal, biographical and telephone data as well as those relating to the state of health requested from its Guests and their Guarantors or Guardians, takes place in compliance with Legislative Decree 101/2018 and subsequent amendments.
The main purposes of data collection are related to:
• administrative management;
• Guest care.
The data relating to the Guest's health are communicated exclusively:
• to the R.S.S.A. assistance staff who need to know them (in relation to their role) in order to be able to provide assistance, care and rehabilitation services;
• to the local health authority;
• to the individual concerned, upon request.
The data controller and the database of the R.S.A. is the Director.
Furthermore, it is recalled that all Social-Health Operators are bound by professional secrecy and committed to guaranteeing and protecting the Guest's Privacy.

Informed Consent

The Guest and his/her family members are informed in a clear, exhaustive and comprehensible manner regarding the medical-assistance treatments and procedures implemented at Domus Maxima.
In the event that particular therapeutic practices are necessary, the Guest and/or the Guarantor are asked by the Doctor for written consent to proceed.

QUALITY ASSURANCE

The Guest and/or his/her family members who intend to report non-compliance, failure to comply with these management regulations, and in any case the inalienable rights of each person, are requested to contact the Management of the R.S.A. directly, which will take action on the matter. The Management will welcome with interest any suggestion, stimulus or proposal, with the constant commitment to ensure a Quality Service. These services may be integrated with any provisions or notices issued by the Management with the aim of improving the coexistence of the guests.

The R.S.A Domus Maxima has obtained certification in accordance with the ISO 9001 standard, aiming to continue towards paths of continuous improvement.

IMPROVEMENT AND PARTECIPATION

Complaints and Suggestions

The possibility of making observations and suggestions is a basic and essential element of the protection of citizens' rights.
It is therefore considered of fundamental importance to guarantee these rights also in order to always improve our performance and the quality of the
Services offered.

As per Regional Regulation n°4/2007 art.9, the Management responds individually to each written complaint following the following criteria:
• chronological registration of the complaint acquisition;
• issue, by the Customer Office, of a receipt of delivery of the complaint;
• preparation of specific simplified forms for the submission of the complaint;
• provision of a response time to the complaint not exceeding 10 days;
• monthly transmission to the Area of the list of complaints and their outcome. It is also possible to address your complaints to the Area competent for the territory.

Conclusions

We thank you for your attention.
In the hope of guaranteeing a Service professionally up to Your expectations, we ask You to collaborate by personally communicating Your suggestions that we will always keep in mind with a view to continuous improvement and optimization