

REGULATION ABOUT MANAGEMENT OF THE PROPOSALS AND THE COMPLAINTS
(approved with Resolution of the *Consiglio Provinciale* n. 511031/2004 of 01/03/2005)

Extract

Art. 1 – Object

1. This Regulation regulates the exercise of the right of participation by formulating proposals or complaints (...).
2. The users of functions and services of the *Provincia di Torino*, even if citizens who don't belong to one of the States of the European Union, can have access to the institutes provided in this Regulation. (...)

Art. 2 – Definitions

1. By the Regulation it stands for:
 - a) "proposal", any suggestion sent to the *Provincia di Torino* to improve the standards of effectiveness, efficiency, economy and quality of the functions and the services offered to the users, in particular about organizational and logistic aspects;
 - b) "complaint", the claim addressed to the *Provincia di Torino* because of a lack or bad exercise of a Corporation administrative function or an inefficiency of a one of the provincial offices in the relation with the users. The complaint oughts to obtain relief because of the prejudice suffered. (...)

Art. 3 – Enforcement

1. This Regulation applies all the administrative functions whose the *Provincia di Torino* is holder. (...)

Art. 4 – Modality of drafting and presentation to the *Ufficio Relazioni con il Pubblico*

1. The proposals and complaints are usually written, by filling the apposite form. (...)
2. The proposals and complaints can be brought by hand, or sent by e-mail filling the apposite electronic form available on the web site of the *Provincia di Torino* or by fax and post-mail. (...)
3. The staff of the *Provincia di Torino* is authorized to receive the proposal or the complaint by word or by telephone. (...)
4. The proposals and complaints (...) can be anonymous. In the case the user doesn't give his personal informations, the answer to the proposal or to the complaint will not be communicated but it will be available for a year at the *Ufficio Relazioni con il Pubblico*. (...)

Art. 5 – Presentation to the competent Structure

(...)

Art. 6 – Analysis of the proposal or the complaint

2. (...) The people of art.1, comma 2, are entitled to obtain an answer from the *Provincia di Torino* in 30 days by the recording day of the proposal or the complaint. (...)
3. (...) The *Ufficio Relazioni con il Pubblico* will provide within 2 days from the recording date, a copy of the proposal or the complaint to the competent Manager for its analysis. (...)

Art. 7 – Modality of dealing with the proposal or the complaint

1. The competent Structure for the analysis of the proposal or the complaint verifies, at once, if it's possible an immediate action to give a relief to the users. If it's impossible, the Structure plans a deferment of the action specifying, in the answer at the comma 3, its terms and contests. (...)
2. It's possible to have a direct talk with the user. (...)
3. The competent Structure elaborates an answer and forwards it to the *Ufficio Relazioni con il Pubblico*, that provides for its communications to the users. (...)

Art. 8 – Monitoring system

2. (...) In case the term about the art. 6, comma 2 expires, l'*Ufficio Relazioni con il Pubblico* will write to the user that it hasn't received an answer to the proposal or the complaint from the competent Structure. The communication speaks about the possibility to require the assistance of the *Difensore Civico* of the *Provincia di Torino*, explaining the relative modalities, and also informing the user about the ways of jurisdictional appeal.

Art. 9 – Final rules

(...)

The complete text of the Regulation can be consulted in all the offices of the *Provincia di Torino* open to the public or on the web site www.provincia.torino.it/urp