



**MUNICIPALITY OF RAVENNA**  
Area of citizens' services and participation  
Immigration policies, Organizational Unit

CAPITALE  
ITALIANA  
DELLA  
CULTURA

**RAVENNA**  
**2015**

## **DEPARTMENT OF IMMIGRATION**

### **Users Service Charter**

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**Immigration Policies, Organizational Unit**

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## **Presentation**

***"The Immigration Center is a landmark for foreign and U.E. community citizens, as it gives them an overview of the possibilities and paths in our city and, more Generally, in our country, thus facilitating the easing of the difficulties met by those arriving in a place other than where they were born.***

***It provides to immigrants, services such as: issuance or renewal of residence licenses, birth registration, family reunification, citizenship, international protection, definitive assisted voluntary repatriation and reintegration to their country of origin.***

***Alongside these services, it develops further positive actions to remove any barriers for immigrants and give them access to all the rights recognized by the current legislation.***

***Some important services accompany the citizen during his staying in the city, that is part of a policy of the local government for a balanced migration process and social cohesion, that distinguishes the city of Ravenna for decades.***

***In all these years the Immigration Center has been able to interpret its mission so dynamically, adapting it's content by following the processes which were taking place in our society: European integration, federalism and administrative modernization.***

***For all these reasons the immigration center is an office opened to innovation, with a deep memory of the transformations that occurred in our country in over 20 years, a reference point for citizens and corporations, both at regional and national level.***

***The Service Charter is a further step in this path of professional growth at the service of the community, but also a challenge for future, intended to demonstrate how a transparent standardization of processes will enhance the project design ability of the center, with a view to a continuous improvement."***

***The Councilor***

***Martina Monti***

## **PART ONE: OBJECTIVES AND PRINCIPLES OF THE CHARTER**

### **What is the immigration center services charter ?**

The Service Charter is a commitment that the Immigration center (Immigration office) of the City of Ravenna takes towards the citizens who use its services, declaring what are the services offered and the standard of quality with which it is committed to provide them .

The Service Charter is a support instrument for the realization of the "Quality Policy" of Ravenna's Municipality that puts citizens at the center of its attention, as a subject that requires efficient and quality services, in response to its needs and necessity.

The Charter allows citizens to monitor and measure the quality of its services, according to the principle of a permanent improvement.

### **Why the Service Charter?**

Services charter is inspired by the directive of the President of the Council of Ministers on 27.01.1994 and Decree. 286/1999 and n. 150/2009.

The immigration office, by drafting the Charter aims to define the quality of its services and its commitment in respecting the following basic principles:

#### **⌚ Equality and impartiality**

The public services of the immigration center are provided according to the principles of fairness and equity, on the basis of ' Equal access for all', regardless of gender, religion, nationality, language, political opinion, social status, level of education and sexual orientation. the confidentiality of personal data and attention are guaranteed to facilitate the use of its services to citizens with disability.

#### **⌚ Continuity**

The immigration center's services to the public are provided continuously(permanently), depending on the opening to the public time. The Municipality is committed to give in advance notice of any changes or scheduled interruptions of the services, in order to ensure, as much as possible, a reduction of waiting times and discomfort caused by any kind of failure. In case of strikes, it provides the basic services required by law.

#### **⌚ Participation and transparency**

The Immigration office promotes citizen's participation in order to improve the services, ensuring ways and forms to submit suggestions, comments, complaints by enabling verification of the citizens' degree of satisfaction towards the services. With the Service Charter, the Immigrant office

allows citizens to observe compliance with standards and commitments, to be informed about the changes taking place and to verify improvement plans initiated.

⌚ **Effectiveness and efficiency,**

Consistent with its available resources, the Immigrants Center is committed to a continuous improvement, efficiency and effectiveness of services to the public, adopting suitable technological, innovative, organizational and procedural solutions and methods.

**Validity of the Charter**

The Service Charter is valid from the moment of its enactment. The Charter is by nature an instrument intended to be periodically updated and modified, according to the stated objectives and achievements.

## **THE IMMIGRANTS CENTER**

The Immigration center is established for the first time in 1989 owing to a draft

funded from the Emilia Romagna's Region for information, guidance and assistance activities to the Senegalese community dwelling along the Romagna's coast.

Historically the immigration counters are born by the will of some local institutions, with a significant role: not only information and guidance, but also mediation a bridge, between the local administration and immigrant citizens.

Over time, this function is changing according to the administrative decentralization and the European integration, processes that are characterizing our society.

Today the immigration office:

- \* handles procedures pertaining to the Municipality (birth registration and issuance of certificate of permanent residence to the E.U. citizens;
- \* participate in any proceedings pertaining to other institutions or local government on the basis of conventions and protocols of cooperation;
- \* Provide any other information and advice on immigration and / or interest of the administration, which is useful for maintaining or strengthening the regular administrative and legal position of immigrants in accordance with local regulations. The most requested services, in addition to those exclusively provided by the immigration office, are: rights and duties of immigrants with regard to social and health services, the paths of regularization law, cards and residence permits, to enter Italy for work , study, tourism, business, medical care.

The Immigrants Center is an information, support and guidance point which provides services within the following branches:

### **IMMIGRATION COUNTER**

- \* Registration of the E.U. citizens
- \* Registration of third country citizens (non- E.U. citizens)
- \* Certificate of permanent residence for E.U. citizens
- \* Rewarding of submission of requests for renewal / upgrade / duplicate of permits.
- \* Electronic submission of applications for permission to family reunification.

\* Preparation of documents to immigrants for receiving of Italian citizenship through residence or marriage.

\*Electronic submission of requests to participate in tests of Italian language in the granting of the E.U. long period resident permits.

#### **ASSISTED VOLUNTARY RETURN COUNTER (AVRR)**

\*Reporting of citizens interested in the assisted voluntary return (AVRR)

#### **INTERNATIONAL PROTECTION COUNTER**

\* Guidance and legal advice for beneficiaries of the protection system for asylum seekers and refugees SPRAR (system of protection for asylum seekers and refugees), for applicants and beneficiaries of international protection or humanitarian in the municipal area.

#### **ANTI-DISCRIMINATION COUNTER (UNAR-RER)**

\* Reports of discrimination UNAR Network - RER (National Office Against Racial Discrimination, Emilia Romagna)

#### **FAST OPERATIONS COUNTER**

\* Withdrawal forms

\* Give appointments



## **IMMIGRANTS CENTER - WHERE, HOW AND WHEN**

The Immigrants' Center is headquartered in via Oriani, 44- 48121 Ravenna

Urban transport lines: the nearest bus stop is at Via Di Roma the Church of St. Apollinari Nuovo

Car parking: free parking in via Renato Serra, in front of the former municipal slaughterhouse

Parking place reserved for the disabled users: via Oriani, 44 in front of the entrance

Phone: 0544 485314 during opening hours to the public

Fax: 0544 546101/02

E-mail address: [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it)

Website: [www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Centro-immigrati](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Centro-immigrati)

The offices are open to the public for information and appointments:

### **IMMIGRATION COUNTER**

Monday, Wednesday and Friday from 9:00 to 12:30 AM/ Thursday from 2.00 to 5.00 PM

### **INTERNATIONAL PROTECTION COUNTER**

Monday, Tuesday and Thursday morning from 9:00 to 1:00 PM

### **ANTI –DISCRIMINATION COUNTER (UNAR-RER)**

Thursday morning from 9.00 to 12.00

### **ASSISTED VOLUNTARY RETURN COUNTER (AVRR)**

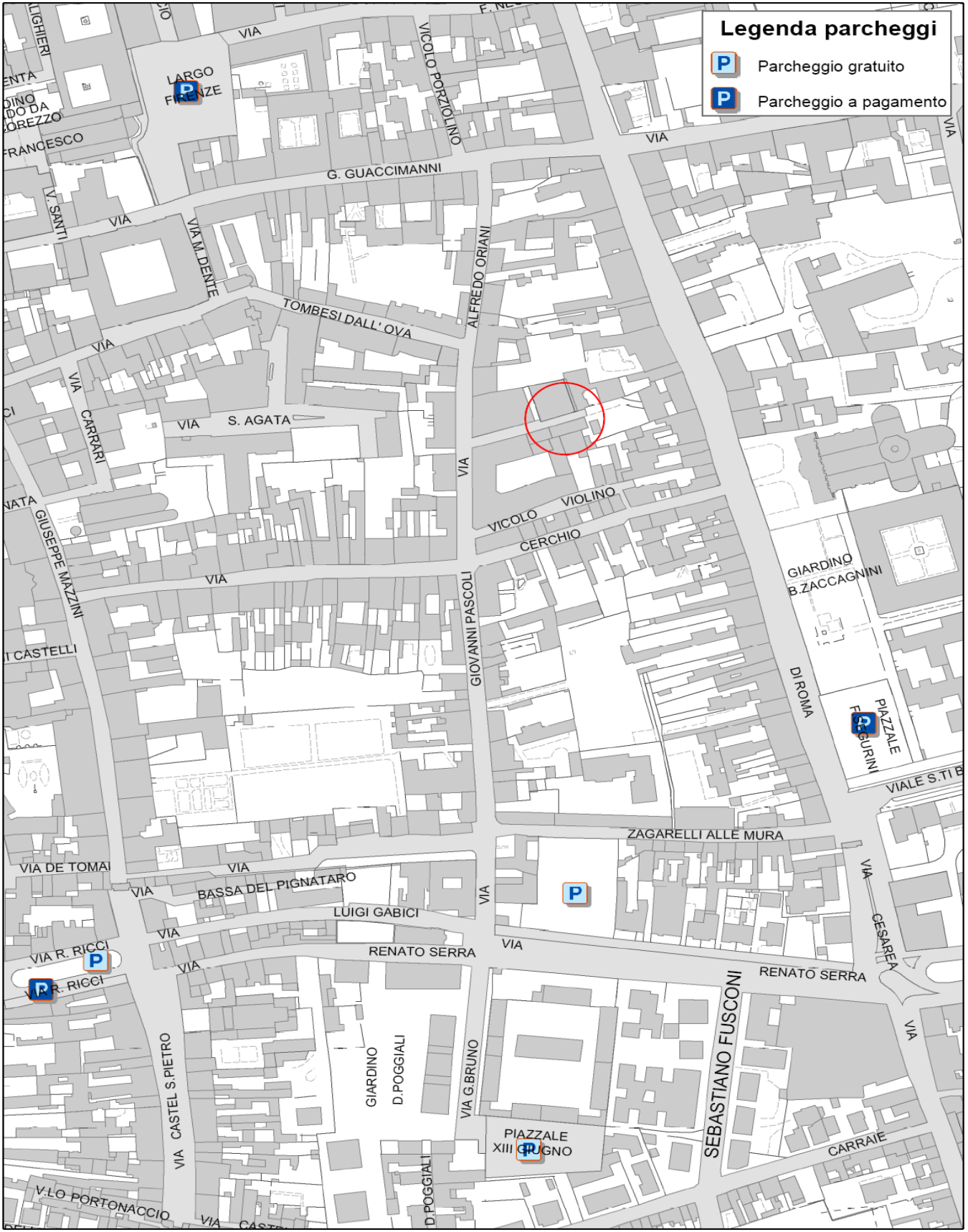
Tuesday morning from 9:00 to 12:00

### **FAST OPERATIONS COUNTER**

To get support for the services listed on pages 7, 8 you must request an appointment to

The quick operations desk by one of the following ways:

- By calling. 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from 2.00 to 5.00 PM);
- by sending an e-mail to [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) indicating their personal data and a phone number;
- come personally during opening hours to the public.



## MAIN REFERENCE STANDARDS

LAW 24 of December 1954, n. 1228

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### **Sorting of the resident population registers**

DECREE OF THE PRESIDENT OF THE REPUBLIC of 30 May 1989, n. 223

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### **Approval of the new Regulation of the resident population**

DECREE-LAW 9 February 2012, n. 5 - Article 5

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### **Urgent measures on simplification and development**

**Decree-Law converted with amendments by Law 4 April 2012, n. 35**

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DECREE-LAW 28 March 2014, n. 47 - Article 5

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### **Urgent measures for the housing crisis, the construction market and for Expo 2015**

**Decree-Law converted amended by Law 23 May 2014, n. 80**

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LEGISLATIVE DECREE 25 July 1998, n. 286

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### **Consolidated act of laws governing immigration and the status of foreigners**

LEGISLATIVE DECREE February 6, 2007, n. 30

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### **Implementation of Directive 2004/38 / EC on the right of EU citizens and their family members to move and reside freely within the territory of the Member States**

LAW 5 February 1992, n. 91

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### **New rules on citizenship**

DECREE OF THE PRESIDENT OF THE REPUBLIC August 31, 1999, n. 394

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### **Regulations for the implementation of the Consolidated act governing immigration and norms the status of foreigners, according to Article 1, paragraph 6 of the legislative decree 25 July 1998 n. 286**

DECREE OF THE PRESIDENT OF THE REPUBLIC 28 December 2000, n. 445

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### **Consolidated text of the laws and regulations on administrative documentation**

REGIONAL LAW 24 March 2004, n. 5

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### **Standards for the social integration of foreign citizens**

LAW 7 August 1990, n. 241

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### **New rules of administrative procedure and right of access to administrative documents**

LEGISLATIVE DECREE of 19 November 2007, n. 251

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### **Implementation of Directive 2004/83 / EC on minimum standards, to third-country citizens or stateless persons as of refugees or as persons who otherwise need international protection and minimum standards on the content of the protection recognized.**

LEGISLATIVE DECREE 30 May 2005, n. 140

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### **Implementation of Directive 2003/9 / EC laying down minimum standards for the reception of asylum seekers in Member States**

LEGISLATIVE DECREE 28 January 2008, n. 25

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### **Implementation of Directive 2005/85 / EC on minimum standards on procedures in Member States for granting and withdrawing refugee status**

LAW 2 August 2011, n. 129

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### **Conversion into law, with amendments, Decree-Law 23 June 2011, n. 89, containing urgent measures for the completion of the implementation of Directive 2004/38 / EC on free movement of EU citizens and to transpose Directive 2008/115 / EC on the return of irregular third-country citizens.**

## **PART TWO - SERVICES FACT SHEETS**

### **IMMIGRATION COUNTER**

#### **REGISTRATION OF THE E.U. CITIZENS**

REGISTRATION OF E.U. CITIZENS COMING FROM ABROAD

REGISTRATION OF THE E.U. CITIZENS COMING FROM OTHER MUNICIPALITIES OR  
FOR REACTIVATION OF AN OLDER REGISTRATION

<b>REGISTRATION OF E.U. CITIZENS COMING FROM ABROAD</b>
<p><b>Description of the service</b></p> <p>Process of registration of the E.U. citizens who habitually live in the area of Ravenna's Municipality but are coming from abroad.</p>
<p><b>Who is this service for?</b></p> <p>The EU citizen or equivalent (Iceland, Liechtenstein, Norway, Switzerland, Rep. San Marino), not Italian, declaring residence in Ravenna and coming from abroad.</p> <p>Citizens of Andorra, Monaco and Vatican City are also included in this category.</p>
<p><b>How to apply?</b></p> <p>With an ministerial form on plain paper. If the request is made by a third person, a proxy signed by the relevant person (beneficiary) and a copy of his identity document must be joined to the request.</p> <p>Forms are downloadable at:</p> <p><a href="http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza">www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza</a></p> <p>The statement of residence may be submitted together with the attachments to the Immigration counter through one of the following ways:</p> <p>By email to the following address: <a href="mailto:demografici.comune.ravenna@legalmail.it">demografici.comune.ravenna@legalmail.it</a></p> <p>By registered mail to the following address: Municipality of Ravenna - Immigrant Center - Via Oriani, 44-48121 Ravenna</p> <p>By fax to +39 0544/546101 directed to: Ravenna - Immigrants Center</p> <p>By appointment requested at the fast operations counter,</p> <ul style="list-style-type: none"> <li>• by phone. 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from 2.00 to 5.00 PM);</li> <li>• by sending an email to <a href="mailto:centroimmigrati@comune.ra.it">centroimmigrati@comune.ra.it</a> indicating your detailed personal information and a phone number;</li> <li>• by personal presentation, in the opening hours to the public.</li> </ul>
<p><b>Required documents</b></p> <ul style="list-style-type: none"> <li>· Eligible ID valid for expatriation</li> </ul>

· Documentation to verify the situation of the accommodation, pursuant to art. 5

D. L. 47/2014 converted with amendments by Law 80/2014

· Original acts, translated and authenticated, proving marital status and family composition

(if it occurs)

· Documentation in Annex B to the circular 9/2012 of the Ministry of Interior, with

reference to the special status of the citizen in Italy (worker, student, family, staying for other reasons, etc.), available for download at:

[www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza)

In real time, the citizen must ask for the attestation of successful birth registration by presenting an instance with a € 16 stamp on a form downloadable t:

[www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza)

In case of application at the counter you are required to present the original and a photocopy (for passport only pages with personal data and the date of expiration).

#### **Costs for citizens**

Only for requiring the attestation of successful birth registration, the citizen must present 2 duty stamps of € 16.00 each.

#### **Officer in charge of the procedure**

Mario Silvestri

#### **Other useful information**

For a faster service, it is suggested to come to the counter with the original tax code card.

#### **Waiting time**

The officer within 48 hours after the declaration of residence, if accepted, proceed with the birth registration, valid for all purposes of the law, and release the measure enrollment.

Within 45 days, controls will be done due to the law and in case of failure, upon notice of impediment, the registration will be canceled with a retroactive effect from the date of submission and will be reported to the competent public security authorities.

If within 45 days you do not receive any communication from the municipality, your registration is confirmed.

## REGISTRATION OF THE E.U. CITIZENS COMING FROM OTHER MUNICIPALITY OR FOR REACTIVATION OF FORMER REGISTRATION

### Description of the service

Process of birth registration for the E.U. citizens who have habitual residence in the municipality but are coming from another municipality or reappeared from previous canceled registry.

### Who is this service for?

The EU citizen or equivalent (Iceland, Liechtenstein, Norway, Switzerland, Rep.San Marino), not Italian, declaring residence in Ravenna, coming from abroad or who reappeared from a previous canceled registry.

Citizens of Andorra, Monaco and Vatican City are also included in this category.

### How to apply?

With an Instance on ministerial form on plain paper. If the request is made by a third person, a proxy signed by the relevant person (beneficiary) and a copy of his identity document must be joined to the request.

The forms can be downloaded at:

[www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza)

The statement of residence may be submitted together with the attachments to the Immigration counter through one of the following ways:

By email to the following address: [demografici.comune.ravenna@legalmail.it](mailto:demografici.comune.ravenna@legalmail.it)

By registered mail to the following address: Municipality of Ravenna - Immigrant Center - Via Oriani, 44-48121 Ravenna

By fax to +39 0544/546101 directed to: Ravenna - Immigrants Center

By appointment requested at the fast operations counter,

- ☉ by phone Calling 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from "2.00 to 5.00 PM);
- ☉ by sending an email to [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) indicating your personal information and a phone number;
- ☉ come personally, in the opening time to the public.

### Required documents

An identity document valid for expatriation and not expired.

Documentation for verifying the situation of the accommodation (guest, rent, owner) pursuant to

art. 5D. L. 47/2014 converted with amendments by Law 80/2014

Original acts, translated and legalized, proving your marital status and your family composition (if you have)

Identity card issued by another municipality if you have one.

Italian driving license if you have one in your possess.

the documents of cars and moped belonging to you bearing Italian matriculation number.

Permanent resident certificate o registration in an Italian registry if you have done it in the past.

In case of application at the counter you are required to present the original and a photocopy of each document you provided (for passport only pages with personal data and the date of expiration).

#### **Costs for citizens**

Only for requiring the attestation of successful birth registration, the citizen must present 2 duty stamps of € 16.00 each.

Officer in charge of the procedure

Mario Silvestri

#### **Other useful information**

For a faster service, it is suggested to come to the counter with the original tax code card.

#### **Waiting time**

The officer within 48 hours after the declaration of residence, if accepted, proceed with the birth registration, valid for all purposes of the law, and release the measure enrollment.

Within 45 days, controls will be done due to the law and in case of failure,

upon notice of impediments, the registration will be canceled with

retroactive effect from the date of submission and will be reported to the competent

public security authorities.

If within 45 days you do not receive any communication from the Municipality, your registration is confirmed.



## **REGISTRATION OF THIRD COUNTRY CITIZENS**

REGISTRATION OF THIRD-COUNTRY CITIZENS COMING FROM ABROAD

REGISTRATION OF THIRD-COUNTRY CITIZENS WHO COMES FROM OTHER MUNICIPALITIES OR FOR  
UPDATING A FORMER CANCELED REGISTRATION

<b>REGISTRATION OF THIRD-COUNTRY CITIZENS COMING FROM ABROAD</b>
<p><b>Description of the service</b></p> <p>Process of registration for the third-country citizens (Not E.U citizens) who have habitual residence in the municipality but are coming from abroad.</p>
<p><b>Who is this service for?</b></p> <p>For the third-country citizens (Not E.U citizens) who have habitual residence in the municipality but are coming from abroad.</p>
<p><b>How to apply?</b></p> <p>With an Instance on ministerial form on plain paper. If the request is made by a third person, a proxy signed by the relevant person (beneficiary) and a copy of his identity document must be joined to the request.</p> <p>The forms can be downloaded at:</p> <p><a href="http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza">www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza</a></p> <p>The statement of residence may be submitted together with the attachments to the Immigration counter through one of the following ways:</p> <p>By email to the following address: <a href="mailto:demografici.comune.ravenna@legalmail.it">demografici.comune.ravenna@legalmail.it</a></p> <p>By registered mail to the following address: Municipality of Ravenna - Immigrant Center - Via Oriani, 44-48121 Ravenna</p> <p>By fax to +39 0544/546101 directed to: Ravenna - Immigrants Center</p> <p>By appointment requested at the fast operations counter,</p> <ul style="list-style-type: none"> <li>☉ by phone Calling 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from "2.00 to 5.00 PM);</li> <li>☉ by sending an email to <a href="mailto:centroimmigrati@comune.ra.it">centroimmigrati@comune.ra.it</a> indicating your personal information and a phone number;</li> <li>☉ come personally, in the opening time to the public.</li> </ul>
<p><b>Required documents</b></p> <p>.Ordinary passport or other equivalent document valid for traveling abroad and not expired. This document is not required for categories of migrant and citizens listed in paragraph 6 of art. 9 of Presidential Decree 394/99 (asylum seekers, persons admitted to stay under Articles. 18 and 20 of Decree. 286/98) and to refugees and beneficiaries of subsidiary protection (Art.25, 27 and 28 Geneva Convention and considering the art. 39 of Directive 2011/95 / EU).</p>

Documentation to verify the title of occupation of the property, in accordance with art. 5 D. L. 47/2014, converted with amendments by Law 80/2014

Original acts, translated and authenticated, proving marital status and family composition(if it's your case)

A valid Resident permit or renewal (unless the renewal has not been requested to the local police department more than 60 days after it expiration. In case of first entering in Italy for employment or family reunification, is sufficient to show the receipt of a residence permit request together with the following documents:

☉Entry visa

☉Clearance to family reunification or documentation reporting Work issued by the Prefecture (the one concerned)

The family of a non-EU citizen must present a long term E.U. resident permit or receipt of request the long- term resident permit ( issued by the Police).

The documentation required is indicated in Appendix A to the circular n. 9/2012 of the Ministry of Inside, downloadable at:

[www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza)

In case of application at the counter you are required to present the original and a photocopy of each document you provided (for passport only pages with personal data and the date of expiration).

#### **Costs for citizens**

This service is free

#### **Officer in charge of the procedure**

Mario Silvestri

#### **Other useful information**

For a faster service, it is suggested to come to the counter with the original tax code card

#### **Waiting time**

The officer within 48 hours after the declaration of residence, if accepted, proceed with the birth registration, valid for all purposes of the law, and release the measure enrollment.

Within 45 days, controls will be done due to the law and in case of failure, upon notice of impediments, the registration will be canceled with retroactive effect from the date of submission and will be reported to the competent

public security authorities.

If within 45 days you do not receive any communication from the Municipality, your registration is confirmed.

## REGISTRATION OF THIRD-COUNTRY CITIZENS WHO COMES FROM OTHER MUNICIPALITIES OR FOR UPDATING A FORMER CANCELED REGISTRATION

### Description of the service

Process of registration for the third-country citizens who have habitual residence in the Municipality of Ravenna but are coming from another municipality or reappeared from previous canceled registry.

### Who is this service for?

for the third-citizens who have habitual residence in the Municipality of Ravenna but are coming from another municipality or reappeared from previous canceled registry.

### How to apply?

With an Instance on ministerial form on plain paper. If the request is made by a third person, a proxy signed by the relevant person (beneficiary) and a copy of his identity document must be joined to the request.

The forms can be downloaded at:

[www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza)

The statement of residence may be submitted together with the attachments to the Immigration counter through one of the following ways:

By email to the following address: [demografici.comune.ravenna@legalmail.it](mailto:demografici.comune.ravenna@legalmail.it)

By registered mail to the following address: Municipality of Ravenna - Immigrant Center - Via Oriani, 44-48121 Ravenna

By fax to +39 0544/546101 directed to: Ravenna - Immigrant Center

By appointment requested at the fast operations counter,

- ☉ by phone Calling 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from "2.00 to 5.00 PM);
- ☉ by sending an email to [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) indicating your personal information and a phone number;
- ☉ come personally, in the opening time to the public.

### Required documents

.Ordinary passport or other equivalent document valid for traveling abroad and not expired. This document is not required for categories of migrant and citizens listed in paragraph 6 of art. 9 of Presidential Decree 394/99 (asylum seekers, persons admitted to stay under Articles. 18 and 20 of Decree. 286/98) and to refugees and beneficiaries of subsidiary protection (Art.25, 27 and 28

Geneva Convention and considering the art. 39 of Directive 2011/95 / EU).

Documentation to verify the title of occupation of the property, in accordance with art. 5 D. L. 47/2014, converted with amendments by Law 80/2014

Original acts, translated and authenticated, proving marital status and family composition(if it's your case)

Identity card issued by another municipality if you have one.

Italian driving license if you have one in your possess.

The documents of cars and moped belonging to you bearing Italian matriculation number.

A valid Resident permit or renewal (unless the renewal has not been requested to the local police department more than 60 days after it expiration. In case of first entering in Italy for employment or family reunification, is sufficient to show the receipt of a residence permit request together with the following documents:

Entry visa

Clearance to family reunification or documentation reporting Work issued by the Prefecture (the one concerned)

The family of a non-EU citizen must present a long term E.U. resident permit or receipt of request the long- term resident permit ( issued by the Police).

The documentation required is indicated in Appendix A to the circular n. 9/2012 of the Ministry of Inside, downloadable at:

[www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzoresidenza)

In case of application at the counter you are required to present the original and a photocopy of each document you provided (for passport only pages with personal data and the date of expiration).

**Costs for citizens**

This service is free

**Officer in charge of the procedure**

Mario Silvestri

**Other useful information**

For a faster service, it is suggested to come to the counter with the original tax code card

**Waiting time**

The officer within 48 hours after the declaration of residence, if accepted, proceed with the birth registration, valid for all purposes of the law, and release the measure enrollment.

Within 45 days, controls will be done due to the law and in case of failure, upon notice of impediments, the registration will be canceled with retroactive effect from the date of submission and will be reported to the competent public security authorities.

If within 45 days you do not receive any communication from the Municipality, your registration is confirmed.

**CERTIFICATE OF PERMANENT RESIDENCE  
FOR THE E.U. CITIZENS**



<b>CERTIFICATE OF PERMANENT RESIDENCE FOR EUROPEAN UNION CITIZENS</b>
<p><b>Description of the service</b></p> <p>Procedure for recognition of the right of permanent residence to E.U. citizens who lived legally and continuously for five years in the country.</p>
<p><b>Who is this service for?</b></p> <p>The EU citizen or equivalent (Iceland, Liechtenstein, Norway, Switzerland, Rep. of San Marino) non Italian who has resided continuously and legally in Italy for 5 years.</p> <p>citizens of Andorra, Monaco and Vatican City are also included in this category.</p>
<p><b>How to apply?</b></p> <p>With Instance on ministerial forms in paper with a duty stamp of 16 euro. If the request is made by a third person, a proxy signed by the person concerned (beneficiary) and a copy of his identity document must be joined to the request.</p> <p>The form can be downloaded at:</p> <p><a href="http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza">www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Anagrafe/Cambio-di-indirizzo-residenza</a></p> <p>The request for issuing the permanent certificate and its attachments can be presented to the Immigration counter through one of the following ways:</p> <p>By email to the following address: <a href="mailto:demografici.comune.ravenna@legalmail.it">demografici.comune.ravenna@legalmail.it</a></p> <p>By registered mail to the following address: Municipality of Ravenna - Immigrant Center - Via Oriani, 44-48121 Ravenna</p> <p>By fax to +39 0544/546101 directed to: Ravenna - Immigrant Center</p> <p>By appointment requested at the fast operations counter,</p> <ul style="list-style-type: none"> <li>• by phone calling at 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM/ Thursday from 2.00 to 5.00 PM);</li> <li>• by sending an email to <a href="mailto:centroimmigrati@comune.ra.it">centroimmigrati@comune.ra.it</a> indicating their personal information and a phone number;</li> <li>• coming personally during opening hours to the public.</li> </ul>
<p><b>Required documents</b></p> <ul style="list-style-type: none"> <li>· Eligible Identity Document (not expired) valid for traveling abroad</li> <li>· Documentation showing the requirements of 5 years of legal and continuous residence in Italy</li> </ul>

In case of application at the counter you are required to present the original and a Photocopy of each document you provided (for passport, only pages with personal data and the date of expiration).

**Costs for citizens**

n. 2 duty stamps of € 16.00

**Officer in charge of the procedure**

Paolo Fasano

**Waiting time:**

Maximum 30 days from the date submission.

**FORWARDING ELECTRONIC APPLICATIONS OF  
RELEASE / RENEWAL / UPDATE / DUPLICATE OF RESIDENT PERMIT**

## **FORWARD ELECTRONIC APPLICATIONS OF RELEASE /RENEWAL / UPDATE / DUPLICATE OF RESIDENT PERMIT**

### **Description of service**

Service and support for the filling and submission of the instance for the release of the E.U long-term resident permit (PSE EU SLP) or for the renewal of electronic resident permit (PSE) and preparing documentation to be posted to the local police department.

The same services are provides for duplicates and updates of resident permits, in implementation of a national convention between ANCI and the Ministry of Interior.

### **Who is this service for?**

The third-country citizens who already are lawfully resident, domiciled or resident in the district Ravenna, Cervia and Russi, who intends to acquire permanent status of long-period resident or to renew, to update or to duplicate the residence permit.

### **How to apply?**

By appointment you can ask for, at the fast operations counter:

- by calling 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from 2:00 to 5:00 PM);
- by sending an email to [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) indicating their personal information and a phone number;
- by coming personally during opening time to the public.

### **Required documents**

The forms and mailing envelopes are available at the Immigration Counter.

The documentation may vary depending on the legal status (employee or self, family, etc.) of the foreign citizen.

You can obtain a list of the required documents on the website of the Municipality of Ravenna,

[www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Centro-immigrati/Documenti-perdomande-di-rilascio-rinnovo-permessi-di-soggiorno](http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Centro-immigrati/Documenti-perdomande-di-rilascio-rinnovo-permessi-di-soggiorno)

or can be requested by mail at [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) and be colleted at the fast operations counter.

### **Costs for citizens**

The information and assistance services are free.

The applicant provides the cost for the postal service and for contributions and taxes to the government, directly payable to the post offices.

**Office in charge of this service**

The process is the responsibility of the police headquarter of Ravenna.

The immigration counter provides exclusively assistance and support for the preparation, compilation and submission of the instance.

**Waiting time**

The office within 2 working days of the request informs the citizen about the appointment date, fixed not later than 10 working days, and the list of documents to be submitted in copy.

**Information for citizens**

The request for issuing a residence permit may be made out in paper form directly by the citizen, using the appropriate forms available for free at post offices.

For support and assistance you can go to the aid societies and associations affiliated with the Ministry of the Interior.

**FORWARDING ELECTRONIC APPLICATIONS FOR FAMILY REUNIFICATION**

<p><b>FORWARD ELECTRONIC APPLICATIONS FOR CLEARANCE TO THE FAMILY REUNIFICATION</b></p>
<p><b>Description of the service</b></p> <p>Service and support for the compilation and electronic submission of the request for issuance of the entry authorization in Italy for family reunification.</p> <p>This service is provided in the implementation of a cooperation protocol between the Municipality of Ravenna and the Ministry of Interior.</p>
<p><b>Who is this service for?</b></p> <p>The third-country citizens who are already lawfully resident, domiciled in the district Ravenna, Cervia and Russi wishing to enjoy the right to family unity.</p>
<p><b>How to apply?</b></p> <p>With an appointment you can request at the fast operations counter:</p> <ul style="list-style-type: none"> <li>• by calling 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM/ Thursday from 2:00 to 5:00 PM);</li> <li>• by sending an email to <a href="mailto:centroimmigrati@comune.ra.it">centroimmigrati@comune.ra.it</a> indicating your personal information and a phone number;</li> <li>• by coming personally during opening hours to the public.</li> </ul>
<p><b>Required documents</b></p> <p>You can obtain a list of the documents to provide on the website of the Municipality of Ravenna <a href="http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Centro-immigrati/Documenti-perdomande-di-rilascio-rinnovo-permessi-di-soggiorno">http://www.comune.ra.it/Aree-Tematiche/Anagrafe-e-immigrazione/Centro-immigrati/Documenti-perdomande-di-rilascio-rinnovo-permessi-di-soggiorno</a></p> <p>or can be requested by mail at <a href="mailto:centroimmigrati@comune.ra.it">centroimmigrati@comune.ra.it</a> and be collected at the fast operations counter.</p>
<p><b>Costs for citizens</b></p> <p>The information and assistance services are free.</p> <p>For the electronic submission of the application, 1 duty stamp of 16 euro is needed.</p>
<p><b>Office in charge of the procedure</b></p> <p>The process is the responsibility of the Single Desk for Immigration (SUI) of the Prefecture.</p> <p>The immigration counter provides exclusively assistance and support for the preparation, compilation and submission of the application.</p>
<p><b>Waiting time</b></p>

The office within 2 working days of the request informs the citizen about the appointment date, fixed not later than 10 working days, and the list of documents to be submitted in copy.

**Other useful information**

The citizen can forward directly the instance by self registering on the website of the Ministry of Interior :[https://nullaostalavoro.dlci.interno.it/Ministero/registrazione\\_user](https://nullaostalavoro.dlci.interno.it/Ministero/registrazione_user).

For support and assistance you can go to the aid societies and associations affiliated with the Ministry of Interior.



**PREPARING DOCUMENTATION FOR RECEIVING ITALIAN CITIZENSHIP  
THROUGH RESIDENCE OR MARRIAGE**

## PREPARING DOCUMENTATION FOR RECEIVING ITALIAN CITIZENSHIP THROUGH RESIDENCE OR MARRIAGE

### Description of service

Service and support for preparing documents and filling out the form for receiving Italian citizenship on the basis of residence or marriage. When ready the form is to be submitted to the Territorial Prefecture.

### Who is this service for?

On the basis of residence

Non Italian citizens residing in Ravenna, Cervia and Russi, who want to ask for citizenship being in one of the following conditions:

- ③ years of legal residence for citizens born in Italy or who are direct descendants within the 2nd
- ① degree of people who are Italian citizens by birth;
- ⑤ years of legal residence for adult citizens adopted by an Italian citizen or son of
- ① naturalized Italian citizen;
- ① Citizen who served, even abroad, for at least five years the Italian government;
- ④ years of legal residence for citizens of the European Union;
- ⑤ years of legal residence as a stateless person or refugee;
- ⑩ years of legal residence for citizens of Third Countries (other than E.U. countries)

On the basis of marriage

- ① The spouse from a Third Country or stateless, of an Italian citizen who wants to receive the Italian citizenship on the basis of the marriage when, after marriage, they legally resides in Italy for at least two years, or after three years from the date of marriage if living abroad. At the moment of receiving the Italian citizenship, there must not be separation, dissolution, annulment or cessation of the civil effects of the marriage. Time periods are reduced by half in the presence of children born or adopted by the spouses.

### How to apply?

On appointment requested at the fast operations counter:

- ① by calling. 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from;

2.00 to 5.00 PM).

by sending an email to [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) indicating your personal information and phone number;

by coming personally during opening hours to the public.

#### **Required documents:**

The documentation may vary depending on the legal status (EU citizen, Third country citizen, political refugee, etc.) of the applicant.

You can download the list of documents required on the basis of your legal situation at:

[www.prefettura.it/ravenna/contenuti/5029.htm](http://www.prefettura.it/ravenna/contenuti/5029.htm)

or can request it at: [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) and collect it at the fast operations counter.

#### **Costs for citizens**

The information and assistance services are free.

The applicant have to pay € 200 by postal order before submitting the application to the Prefecture.

#### **Office in charge of the procedure**

The process is the responsibility of the Ministry of Interior. The Immigration counter provides only service and support for preparation of the documentation and compiling of the paper application.

#### **Other useful information**

The application must be submitted on the ministerial form of the Ministry of interior available on the website of the Prefecture of Ravenna [www.prefettura.it/ravenna/contenuti/5029.htm](http://www.prefettura.it/ravenna/contenuti/5029.htm) or at the fast operations counter.

#### **Waiting time**

The office within 2 working days of the request informs the citizen about the appointment date, fixed not later than 10 working days, and the list of documents to be submitted in copy.

**ELECTRONIC SUBMISSION OF REQUESTS OF PARTICIPATION IN THE TEST OF  
ITALIAN LANGUAGE FOR E.U. LONG TERM RESIDENCE PERMIT ISSUANCE**



## **ELECTRONIC SUBMISSION OF REQUESTS OF PARTICIPATION IN THE TEST OF ITALIAN LANGUAGE FOR E.U LONG TERM RESIDENCE PERMIT ISSUANCE**

### **Description of service**

For support in compiling and submitting the application electronically, go to the Immigration Unique desk of the Prefecture (SUI) to book the A2 level Italian language test, according to the Common Frame of Reference of the European Union. Passing the test is one of the requirements for the acquisition of the status of permanent long-term resident.

### **Who is this service for?**

The third-country citizen legally residing, domiciled or resident in the district of Ravenna, Cervia and Russi.

### **How to apply?**

By appointment you can request to the Fast operations Counter:

- 🕒 by calling 0544/485314 (Monday, Wednesday, Friday from 9:00 to 12:30 AM / Thursday from 2.00 to 5.00 PM);
- 📧 by sending an email to [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) indicating your personal information and a phone number;
- 🕒 by coming personally in the opening hours to the public.

### **Required documents:**

Valid or renewal permit of resident.

Valid (not expired) Passport or equivalent.

### **Costs for citizens**

The information and assistance services are free.

### **Office in charge of the procedure**

The process is under the responsibility of the Single Desk for Immigration of the Prefecture (SUI) of Ravenna. The Immigration counter provides exclusively service and support for booking requests.

### **Other useful information**

The citizen can forward directly the instance by registering on the website of the Ministry of Interior: [testitaliano.interno.it](http://testitaliano.interno.it).

You can obtain a A2 level certificate of knowledge of Italian language also by attending free courses made by public and private organizations which signed the provincial protocol for literacy with taking charge and final exam at the Provincial Center for Adult Education (CPIA) of Ravenna,

Piazza Ugo La Malfa, 1 – Ravenna

**Waiting time**

The office within 2 working days of the request informs the citizen about the appointment date fixed not later than 10 working days, and the list of documents to be submitted in copy.

**ASSISTED VOLUNTARY RETURN COUNTER (AVRR)**

**Reporting of citizens interested in the assisted voluntary return (AVRR)**



<b>ASSISTED VOLUNTARY RETURN COUNTER (AVRR)</b>
<p><b>Description of the service</b></p> <p>Signaling to the authority, such as the International Organization for Migrants (IOM), non-governmental organizations and social private, people interested in Assisted Voluntary Return to their country of origin or provenance.</p>
<p><b>Who is this service for?</b></p> <p>The third-country citizens who feels exhausted their migration project in Italy and requests assistance for a definitive voluntary return and reintegration in their country of origin or provenance.</p>
<p><b>How to apply?</b></p> <p>You get access to the service on Tuesdays from 9:00 to 12:00 AM on appointment taken at the Fast operation counter by phone at. 0544/485314, in the opening time, or by sending an email to <a href="mailto:centroimmigrati@comune.ra.it">centroimmigrati@comune.ra.it</a>.</p>
<p><b>Required documents</b></p> <p>No need of document</p>
<p><b>Office in charge of the procedure</b></p> <p>The process is the responsibility of the Ministry of Interior. The Immigrants Center provides only assistance and support to the citizens in their decision to return permanently to their country and will report them to the institution in charge.</p>
<p><b>Waiting time</b></p> <p>The office within 2 working days of the request informs the citizen about the appointment date, fixed not later than 10 working days.</p>

## **INTERNATIONAL PROTECTION COUNTER**

Guidance and legal advice for beneficiaries of the Protection System for asylum seekers and refugees (SPRAR) and for applicants or beneficiaries of an international protection or humanitarian in the municipal territory

**GUIDANCE AND LEGAL ADVICE FOR BENEFICIARIES OF THE PROTECTION SYSTEM FOR ASYLUM SEEKERS AND REFUGEES (SPRAR) AND FOR APPLICANTS OR BENEFICIARIES OF AN INTERNATIONAL PROTECTION OR HUMANITARIAN IN THE MUNICIPALITY OF RAVENNA.**

**Description of the service**

Guidance and legal information, with particular reference to the preparation of interviews and the writing of asylum seekers' memories for being heard by the Territorial Commission in order to be granted an international protection.

**Who this service for?**

Asylum seekers and beneficiaries of the international refugees protection Project SPRAR or asylum seekers and beneficiaries of international protection in the municipal territory.

**How to apply?**

Monday, Tuesday and Thursday morning from 9:00 to 13:00 after taking an appointment by contacting the Immigrant Center fast operations counter at number 0544 485314 during opening hours to the public or by sending an email to [arealegalesprar@comune.ravenna.it](mailto:arealegalesprar@comune.ravenna.it).

**Required documents**

To asylum seekers of the SPRAR project, is asked a resident permit or the C3 report form produced by police headquarters; to The SPRAR international protection beneficiaries, it's requested the resident permit; to anyone present in the territory no document is required.

**Costs for citizens**

The service is free

**Office in charge of the procedure**

Local police department / Territorial Commission

**Other useful information**

If needed for individual cases, the office can activate the following services:

- a) linguistic mediation
- b) legal advice
- c) medical and or Legal consulting

**Waiting time**

The office within 2 working days of the request informs the citizen about the appointment date, fixed not later than 10 working days.

**ANTI DISCRIMINATION COUNTER (UNAR - RER)**

**Reports of discrimination - UNAR Network - RER (Office Against Racial  
Discrimination, Emilia Romagna)**

## **REPORTS OF DISCRIMINATIONS TO UNAR NETWORK- RER (NATIONAL OFFICE Against Racial Discrimination, EMILIA ROMAGNA)**

### **Description of the service**

The territorial anti discrimination Unit is the reference point for the province of Ravenna and it is particularly concerned with the reception, guidance and counseling to people who report discrimination. For relevant reports the office proceed by handling the case following the measures defined by the Regional Network against discrimination and by the National Office against Racial Discrimination (UNAR).

In order to treat your case, the following services can be activated:

- a) linguistic mediation;
- b) legal advice;
- c) conflict mediation;
- d) paths of reconciliation.

The service is provided by the immigration office, on the basis of a protocol of cooperation with the Center Against discrimination of Emilia Romagna's Region.

### **Who is this service for?**

The service is dedicated to all persons who consider themselves victims or witnesses of acts or discriminatory conducts based on sex, skin color, ethnic or social origin , the religion or belief, political opinion or of any other nature, disability, age or sexual orientation.

### **How to apply?**

It's accessed by appointment on Thursdays from 9.00 to 12.00 by calling the fast operations counter at the number 0544 485314 during opening hours to the public or by sending an email to: [antidiscriminazione@comune.ravenna.it](mailto:antidiscriminazione@comune.ravenna.it).

At Casa Delle Culture, Piazza Medaglia d'Oro 4, the counter receives the public on Monday, Tuesday and Wednesday from 9:30 to 12:00 AM or on appointment by calling 0544 591876.

Messages can also be sent by e-mail using the following address

email: [antidiscriminazione@comune.ravenna.it](mailto:antidiscriminazione@comune.ravenna.it)

### **Required documents**

Depending on the case, the person who reports will be asked to show a documentation that can help the counter to verify / confirm the abuse.

### **Cost for Citizens**

This service is for free

**Waiting time**

The insertion of discrimination cases in the Computer system UNAR is done within 5 working days from the reporting date and the take in charge of the case and the activation of the first responses happen within 10 working days from the reporting date.

**PART THREE - QUALITY STANDARDS AND COMMITMENTS**



## RIGHTS AND DUTIES

The Charter of the Services of the Immigration center is a "pact" with its users indicating performance and guaranteed quality standards. The "agreement" presupposes that all those who are involved, (professionals and citizens) have specific rights and responsibilities.

### The operators of the Immigrants center:

<p>have the duty to:</p> <p>behave toward citizens with courtesy, fairness, professionalism, availability, impartiality, confidentiality (in accordance with the applicable privacy rules) and without any kind of discrimination;</p> <p>ensure good going on of the service, in accordance with the recommendations in this charter;</p> <p>monitor the quality of service provided for a permanent improvement</p>	<p>have the right to:</p> <p>request to all citizens information necessary and useful for the good management of their cases and for the release of relating information.</p>
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### The citizens who use the services of the immigration center:

<p>have the duty to:</p> <p>treat the center operators with courtesy, integrity and availability;</p> <p>be accurate in providing all required documentation and related information;</p> <p>respect the timetable, the arrangements for access and use of the services, as well as times indicated in the Charter;</p> <p>recognize and respect the rights of others citizens, in particular those in difficult situations: disabled, elderly, parents with children, pregnant women... etc</p>	<p>have the right to:</p> <p>get information from operators necessary for accessing to services;</p> <p>indicated and for forwarding connected practices;</p> <p>respect of privacy with regard to data, information and news provided;</p> <p>ensure the respect of standards set out in this paper.</p>
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## QUALITY WE OFFER TODAY

The following table shows the main factors affecting the quality of our service, the indicators with which it is measured and the related reference standard.

QUALITY FACTOR	INDICATOR OF QUALITY	STANDARD
Diffusion of information about existing procedures mentioned in this charter.	Publication of the charter of services on the Municipality's website  Send the Service Charter to the main actors / institutions in the area that operate in contact with the concerned citizens (Ministry of Interior, Region, Province, A.USL, ASP, Prefecture, Police Headquarters, Chamber of Commerce, ANCI, immigrants and voluntary associations)	sending of 100% to persons / entities identified
Opening to public time of the immigrants center	Respect of the opening time  Mentioned in the Charter	100%
Easier access to the Immigrants center, in particular for citizens with disability	Provides, on request of special appointment, the necessary facilities, for treating cases of citizens with Disability in suitable areas	100% of the requests
Information online updated regarding procedures and forms in charge to the municipality mentioned in the Charter	Updating information and forms on the website of the municipality.	100%
Waiting time	Respect of the waiting time mentioned on this charter	80%
Services Quality assessment perceived by citizens (Users)	Administration of a questionnaire on users' degree of satisfaction	Satisfied > = 90%

## OUR COMMITMENTS

Our main commitment to quality of service concerns the professionalism of operators and uniformity of practices. We believe that the quality level of a service is composed of several factors and can never be separated from the professionalism of the operator/officer who deliver it.

The Immigrants Center with this Charter is to ensure the quality of its services, the professional training for their workers by sharing values, procedures and operative practices, aimed at a continuous improvement of the services provided to citizens.

In particular, it intends to commit to:

- ① Ensure their operators upgrading about regulatory system, particularly in the area where laws often change with consequences that affect across multiple services;
- ② Organize periodic meetings of the staff of the Immigrants center and the staff of the Multipurpose counter of the area of Citizen Participation, with the involvement of the respective officer in charge, to homogenize working methods, approaches, procedures, mode of relationship with users.
- ③ Facilitate communication with citizens speaking different languages, through translation in English, French and Arabic of this Charter of services;
- ④ To facilitate the immigrants' relationship with the public administration, with a view of a proper access to public services. In this context, if required, it develops some joint actions training and advice about the legal position of foreign citizens in collaboration with other municipal offices and public administrations.

## **COMPLAINTS AND REPORTS**

The City Council has adopted a computerized procedure for dealing with complaints in order to collect and monitor systematically the reports of citizens and stimulate the culture of listening to its services' users.

Complaints or reports may be submitted:

- \* Electronically, using the web form on the site [www.comune.ra.it/Segnalazioni](http://www.comune.ra.it/Segnalazioni)
- \* Via Smartphone (Android) by downloading the free Google Play App Rilfedeur
- \* Verbally to the operators of the Immigrants center.
- \* By writing, to the email address: [centroimmigrati@comune.ra.it](mailto:centroimmigrati@comune.ra.it) or n. fax 0544 546101 or to the: Municipality of Ravenna- U.O. Immigration policies - Via Oriani 44-48121 Ravenna

**The user complaints will be answered within a maximum of 30 days.**

The Immigrants Center is committed to ensure the systematic verification of the suggestions, reports and complaints received, in order to improve the level of quality of the services rendered to the community and to maintain the standards stated in the Service Charter.

## User satisfaction

The Immigrants Center is committed to ensure regular monitoring and control of the perceived quality of the service provided, through structured satisfaction surveys of the citizens who benefit from the service. In particular, at the end of each service received, you can always fill out a questionnaire for detecting your satisfaction. The results of the surveys will identify future

Improvement objectives for the service.

### Satisfaction survey results of the Immigrants Center

Period of detection	questionnaires collected	satisfied	not satisfied	I do not know	not compiled
January / October 2013	874	796 91,08%	12 1,37%	9 1.03%	57 6,52%
June / October 2014	484	475 98,1%	2 0,4%	0	7 1,5%