

HOW TO MANAGE A CASE HISTORY KEY PROCEDURES AND MAJOR CHALLENGES



From the Front-line.....

- 1) Citizens' reports, counseling and data entry
- 2) Information to citizens about the service provided

.....to the Back-office

- 1) Memorandum and related documents
- 2) Privacy statement
- 3) Analysis of documents by an attorney/ coroner / specialist



....in the Back-office

- 4) The counselor who manages the case shall contact the citizen and report the legal/ forensic/ medical opinion. It is impossible to delegate this activity to anyone involved in the consultancy (as this was specified in Cittadinanzattiva's internal code od conduct)

- 5) If the consultation gets a positive outcome and the citizen requires legal, medical or specialist assistance of the organisation, then he will be informed about the possible protection strategy – which can be either judicial or not - and called to formalize the consultancy

The Code of Conduct is an important framework within which all the activities - at all levels (e.g. protection, civic activism, fundraising) - take place.

The Code of Conduct is inspired by the constitutional principles and those contained in the *Universal Declaration of Human Rights*, and also finds its foundation in the *Statute of the Movement* and in his “*Identity Card*”.

Volunteers can find all the principles and rules they shall respect in the Code of Conduct, regardless of the specific activities they carry out in the organisation.

Our Code of Conduct also foresees a series of conflict of interests for volunteers offering protection services

1. The **Charter of Legal Protection Services**, which covers the commitments that the lawyer and the organisation take towards the citizen
2. The **Protection Pact** contains the mutual commitments between the organisation, the lawyer and other professionals (e.g. forensic scientists) for the promotion and development of any judicial and extrajudicial protection system

The Protection Pact has set up the **National Register for Legal Protection**. The legal consultancy and assistance activities may be carried out only by attorneys, coroners and specialists/experts officially registered in this National Register. It is forbidden to offer consultancy and legal assistance if you are not enrolled in the National Register of Legal Protection.

The organisation and professionals (lawyers, coroners, specialists, conciliators, other experts) who offer consultancy and professional assistance in protection and counseling centres **do take mutual commitments** to support the protection of citizens' interests and rights

If consultations turn out to be positive (i.e. professionals believe there are high chances of getting a compensation for damage) and the citizen wants to be assisted by professionals collaborating with the organisation, then next steps are the appointment of the case and the signature of the Charter of legal and medical-legal protection services.

From now on, the relationship becomes a business relationship between the professional (lawyer, forensic and / or specialist) and the citizen. The organisation signs as for ratification the Charter of services and it is allowed to be constantly updated on the case

- *It clarifies that legal assistance is not free of charge, as well as it is not free the drafting of the forensic examination (document that supports the claims of the damage) or the professional service of a specialist.*
- *No one is entitled to more than what it is formally included in the Charter of Services*
- *It fosters communication within the organisation: once signed the Charter of Services, we know how many ongoing cases there are, in which courts and with what challenges. In this way we create relevant case law, we value what we do and we encourage policies on Justice*

Now we are getting somewhere!!!



THANK YOU FOR THE ATTENTION