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SERVICE CHARTER

First issued: 01/09/2025 – Updated: 08/09/2026 (following the periodic review of 1 September 2026)

The Service Charter of Centro Multispecialistico DSA E NON SOLO is designed to provide users, families, healthcare professionals, institutions, teachers and educators with a clear overview of the services offered and the values that guide the Centre.

Through this document, the Centre intends to present its identity, the purposes that inspired its establishment and the operating procedures adopted, with the aim of ensuring transparency, quality and adequate information for everyone who accesses its services. The Charter also defines the characteristics of service delivery, based on the following core principles:

- Prevention and early diagnosis
- Efficiency and effectiveness
- Continuity of service delivery
- Multidisciplinary care
- Protection of privacy, in compliance with Legislative Decree 196/03

This document therefore represents not only a guide to the services offered, but also an ongoing commitment to quality and to placing the person at the centre of our work.

PRESENTATION

Centro Multispecialistico DSA E NON SOLO was established with the aim of addressing, through an integrated and multidisciplinary approach, the learning difficulties (reading, writing, arithmetic, comprehension) that children and adolescents may encounter during their schooling and development, as well as language, attention, memory and perception disorders, and primary and secondary dysfunctions, in developmental age and adulthood. The Centre provides a concrete response to requests from families and from public and private educational and healthcare services, offering assessment, diagnosis, certification and rehabilitation and enhancement interventions.

MISSION AND VALUES

Our Centre is founded on the values of welcome, listening and personalised care.

Our core principles are:

- Centrality of the person: every intervention is tailored to the specific needs of each user, the child and their family.
- Equality and impartiality: all users have equal rights of access to services, without any discrimination.
- Continuity: the Centre ensures regular and consistent interventions, guaranteeing ongoing care.
- Participation: users and families are active participants in the educational, diagnostic and rehabilitation process.
- Transparency: information on services, costs and pathways is clear, accessible and up to date.

- Continuous improvement: the Centre promotes staff training, methodological innovation and the collection of feedback to improve the quality of its services.

Every child is unique: our work is therefore aimed at enhancing individual resources, promoting autonomy and fostering wellbeing at school, emotionally and within the family. We strongly believe in working together with families and schools to build shared educational and developmental pathways.

MULTIDISCIPLINARY TEAM

The Centre's work is guaranteed by a qualified team of experienced professionals, organised by professional area:

Child Neuropsychiatry

- Dr. Cesare Cardinali – Child Neuropsychiatrist, Paediatrician

Psychology and Psychotherapy

- Dr. Francesca Morini – Psychologist, Cognitive Behavioural Psychotherapist, Head of the “DSA E NON SOLO” Centre and Medical Director for DSA Diagnosis and Certification
- Dr. Francesca Pastore – Psychologist, Cognitive Behavioural Psychotherapist with a constructivist and developmental orientation
- Dr. Michela Bassetti – Psychologist, Psychotherapist in training (systemic-relational approach)
- Dr. Emma Mattei – Psychologist, Psychotherapist in training

Speech and Language Therapy

- Dr. Anna Maria Latini – Speech and Language Therapist, Myofunctional Therapist
- Dr. Sonia Brocchini – Speech and Language Therapist
- Dr. Eleonora Mariotti – Speech and Language Therapist
- Dr. Ilaria Carletti – Speech and Language Therapist

The Centre also relies on the following specialist external collaborations in speech and language therapy, formalised through professional engagement letters and included in the multidisciplinary team for DSA diagnosis:

- Dr. Tania Giachè – Speech and Language Therapist (external collaboration)
- Dr. Eleonora Lorenzetti – Speech and Language Therapist (external collaboration)
- Dr. Olimpia Coriani – Speech and Language Therapist (external collaboration)
- Dr. Maria Grazia Magistrelli – Speech and Language Therapist specialised in Audio-psychophonology (external collaboration)

Pedagogy

- Dr. Martina Mastrolorenzi – Educational Pedagogue, Specialised Learning Consultant
- Dr. Jessica Duranti – Educational Pedagogue, Specialised Learning Consultant
- Dr. Federica Nitrati – Educational Pedagogue, Learning Tutor
- Dr. Antonella Casci Ceccacci – Educational Pedagogue

Graphology

- Dr. Paola Gardoni – Graphologist, Handwriting Re-education Specialist

Optometry

- Dr. Nicolas Pieroni – Optometrist and Sport Vision Technician
- Elia Amadori – Sport Vision Technician

Nutrition

- Dr. Alessia Monachetti – Nutritionist

Naturopathy

- Lorenzo Morini – Naturopath specialised in naturopathy and integrated plantar and auricular reflexology techniques

Neuro-Psychomotor Therapy

- Dr. Arianna Maggini – Neuro-Psychomotor Therapist (from 1 October 2026)

Educational Support-Homework Assistance

- Dr. Maria Vittoria Busilacchi – Homework Support Specialist, Foreign Languages

METHODOLOGY

Diagnostic and certification activities are carried out in compliance with:

- the principles of the Consensus Conferences on DSA (2007 and 2009) and of the 2022 DSA Guidelines;
- National Law 170/2010 on DSA;
- Marche Region Law No. 32/2012.

The diagnostic pathway is structured and conducted by a multidisciplinary team comprising:

- Child Neuropsychiatrist, for clinical assessment and to rule out neurological, sensory and psychiatric conditions;
- Psychologist, for cognitive, neuropsychological, emotional, relational and socio-cultural assessment;
- Speech and Language Therapist, for the analysis of language and learning skills (reading, writing, arithmetic, comprehension);
- Graphologist, Optometrist, and Speech and Language Therapist specialised in Audio-psychophonology, where further in-depth assessment is required for a better diagnostic understanding at graphomotor and visual-perceptual level.

SERVICES

The Centre provides the following services at its premises:

- Initial anamnestic interview with parents (conducted by the Centre's Psychologist or Speech and Language Therapist) to gather information on the child's history and development and any family history of the disorder.
- Specialist assessment using standardised protocols and testing for cognitive, neuropsychological, language, academic learning and functional skills.
- Data processing, drafting of the diagnostic report and DSA certification following team discussion.
- Feedback interview with parents, including delivery of the clinical report (containing the tests administered, results, the profile identified, the diagnosis and operational guidance for the family, school and tutor) and/or the DSA certification.
- Personalised enhancement and/or rehabilitation interventions, agreed with the family.

FOLLOW-UP AND MONITORING

After delivery of the certification, the Centre ensures periodic monitoring (every 6-12 months) to assess academic progress, verify the effectiveness of interventions and update educational and rehabilitation strategies.

COLLABORATION WITH SCHOOLS AND FAMILIES

The Centre works in partnership with parents, teachers and educators to ensure continuity between clinical activity and the child's schooling. In particular, the Centre offers:

- consultation meetings with teachers and school staff;
- support in drafting the Personalised Learning Plan (PDP);

- periodic meetings with families and learning tutors.

Where necessary and upon request, these services are also provided online.

TRAINING AND CONSULTANCY

In addition to clinical services, the Centre organises:

- training courses for parents and teachers;
- informational meetings on topics of interest;
- personalised educational and psychological consultations.

HOW TO ACCESS OUR SERVICES

The Centre's premises are free of architectural barriers and offer welcoming, private and comfortable spaces, designed to create a calm and supportive environment while respecting privacy.

- Location: Via Guido Rossa 8 – 60131 Ancona. Independent entrance with ample parking available.
- Phone: 333/2829098
- Email: dsaenonsolo@gmail.com – Certified email (PEC): centrodsaenonsolo@pec.it
- Website: www.dsa-ancona.it (recently renewed in graphic design and content)
- Social media: Instagram and Facebook
- Brochure: the Centre's information brochure, available in the waiting room, includes a QR Code linking directly to the website

Access is by appointment only. Users are required to bring any previous clinical documentation. After the first interview, the user receives by email a form with the scheduled appointments for the multidisciplinary assessment. No more than 15 days elapse between the first interview and the start of the assessment.

OPENING HOURS

The Centre provides its services both in the morning and in the afternoon:

- Morning, 9:00 AM–1:00 PM: scheduled meetings with parents/teachers/educators of children in care.
- Afternoon, 2:00 PM–8:00 PM: clinical and rehabilitation activities mainly aimed at children.

USER RIGHTS

Users have the right to:

- be welcomed with care and respect for their dignity;
- receive clear information on services, access procedures and the professionals involved;
- receive the price list of the services required for DSA assessment;
- express their opinion through a satisfaction questionnaire, including via the dedicated QR Code available in the waiting room, which also provides quick access to the Centre's Google reviews;
- subscribe to the Centre's newsletter via the website, to receive updates on initiatives, events and news;
- submit complaints using the appropriate form;
- have their privacy and personal data protected, in compliance with Legislative Decree 196/2003. Information relating to minors is provided exclusively by parents or those exercising parental responsibility.

USER RESPONSIBILITIES

Users are required to:

- maintain respectful and cooperative behaviour towards staff and other users;
- respect appointment times and the organisation of meetings;
- promptly notify the Centre of any inability to attend a scheduled appointment.

COSTS AND PAYMENT METHODS

- Payments may be made in cash, by card, cheque or bank transfer, in compliance with Legislative Decree 231/2007.
- The detailed price list is provided at the end of the anamnestic interview.
- Payment for assessment services is made at the end of each session; payment for treatments is made at the end of each session or at the end of the month. A regular receipt is issued for every payment.

The Service Charter is available to users in the Centre's waiting room, also in an Italian version, and is also available on the website.

Centro Multispecialistico DSA E NON SOLO

Your resource for diagnosis, certification and educational support

Ancona, 08/09/2026

The Centre Director
Dr. Francesca Morini
Psychologist, Psychotherapist

