



Comune di Carmignano
Provincia di Prato

SERVICE CHARTER OF THE MUSEO DIFFUSO QUINTO MARTINI

SUMMARY

1. Introduction
2. Fundamental Principles
3. History of the Museum
4. Quality Standards
5. Operating Standards and Services to the Public
6. Improvement Objectives
7. Relations with the Public
8. User Participation
9. Services Provided: description and quality standards
10. Complaint Form

1. INTRODUCTION

The Museo Diffuso Quinto Martini

- is a public, permanent, non-profit institution serving the community;
- operates in order to ensure the conservation, protection, valorisation and public display of the works of the master Quinto Martini (Seano 1908 - Florence 1990) preserved in Seano (Carmignano, PO) in the Parco Museo Quinto Martini and in the Casa Studio;
- its mission is to raise awareness and make visitors aware of the artistic and natural heritage of the area and to facilitate knowledge of the work of Quinto Martini, one of the leading figures in 20th century Italian art and in the cultural and intellectual life of his time; it promotes cultural events dedicated to artists and themes from the 20th century to contemporary times.

The Comune di Carmignano (Municipality of Carmignano), as owner of the museum, undertakes to support and develop it with respect for the cultural heritage and the visitors receiving the services. The Service Charter of the Museo Diffuso Quinto Martini is a communication and presentation tool of the available services that the Museum undertakes to provide, always on the basis of its own Rules and regulations, to facilitate access and use by the public; the Service Charter makes it possible to know the quality standards established and to verify that the commitments made are respected; it identifies the objectives for improvement and allows users to express their evaluations on the services provided.

The Service Charter of the Museo Diffuso Quinto Martini has been drawn up essentially on the basis of:

- *Codice dei Beni Culturali e del Paesaggio* (Cultural Heritage and Landscape Code) Legislative Decree no. 42 of 22 January 2004, as amended;
- Ministerial Decree No. 113 of 21 February 2018 *Adozione dei livelli minimi uniformi di qualità per i musei e i luoghi della cultura di appartenenza pubblica e attivazione del Sistema Museale Nazionale* (Adoption of the minimum uniform levels of quality for publicly owned museums and places of culture and activation of the National Museum System);

- Regional Law no. 21/2010 *Testo unico delle disposizioni in materia di beni, istituti e attività culturali* (Consolidated text of provisions on cultural heritage, institutes and activities), and its implementing regulation DPRG no. 22/R of 6 June 2011, with subsequent amendments DPGR no. 50/R of 2 July 2020;
- ICOM (International Council Museums) Code of Professional Ethics.

The Charter of Services, approved by Municipal Council Resolution no. 106 of 28.08.2025, is made public through the Museum's website and, in printed form, is made available to users and anyone who requests it at the Museum's premises.

The Charter of Services is periodically updated by the Museum and the Carmignano Municipality's Culture Office, and subject to authorisation by the Municipal Council, when the need arises.

2. FUNDAMENTAL PRINCIPLES

The Service Charter of the Museo Diffuso Quinto Martini is based on the following principles:

Equality and Impartiality

The Museum provides its services on the basis of the principle of equality, which guarantees equal treatment for all citizens, regardless of sex, race, language, religion, political opinion.

The Museum endeavours to guarantee access also to users with disabilities through the availability of staff in meeting their needs and legitimate requests.

Continuity

The Museum guarantees the continuity and regularity of its services, in the ways and at the times established, except in cases of force majeure. In case of difficulties or impediments, it undertakes to give adequate warning to users and to adopt all such measures as may be necessary to minimise any inconvenience.

Participation

The Museum promotes the participation of users, whether individual or associated, and, in order to encourage their collaboration in improving the quality of services, identifying the ways and means by which they can express and communicate suggestions, proposals, observations, requests and complaints.

Safety and Privacy

The Museum guarantees the conformity of its services with safety laws in force and full compliance with legal provisions for the protection of individual privacy. The user's personal data are used exclusively for institutional purposes and are not processed by unauthorised personnel, nor are they transferred or otherwise communicated and/or disseminated to third parties.

Effectiveness and Efficiency

The Museum, on the basis of its availability and the characteristics of its own reality, undertakes to adopt the most functional technological, organisational and procedural solutions for the continuous improvement of the services provided.

3. HISTORY OF THE MUSEUM

The heritage of the Museo Diffuso Quinto Martini is made up of the Parco-Museo Quinto Martini and the Casa Studio of the artist - architectural assets of primary historical and artistic importance - as well as the works of art contained therein and the movables of various kinds and types

conserved in the Casa Studio. The Museo Diffuso Quinto Martini di Seano was established and regulated in 2021 by Resolution of the Municipal Council No. 19 of 24/05/2021, with the aim of fostering knowledge of one of Seano's greatest artists starting from the territory that generated him.

The Parco-Museo was established by the Municipality of Carmignano with Municipal Council Resolution No. 43/1983 and inaugurated in 1988. Since then, the Park-Museum has been open to the public 24 hours a day to allow art and nature to be enjoyed any day and at any time, in accordance with the spirit and mission of this particular open-air museum, dating back to Quinto Martini himself and arch. Ettore Chelazzi, creators of the project. The Parco-Museo may host, in accordance with its nature and regulations, initiatives and events authorised by the Municipality of Carmignano.

The Casa Studio - a building constructed to the artist's instructions between 1957 and 1983 and used by him as his home and working space until his final days - was purchased by the Municipality of Carmignano in 2009 with Municipal Council Resolution no. 40 of 27 April 2009 and consequent Determination no. 220 /09 of the person in charge of the UTC; in 2016 the Municipality also acquired the works of art donated by the artist's heir - approximately one thousand sculptures, paintings and drawings relating to every phase of Quinto Martini's artistic experience (donation accepted by the Municipality of Carmignano with Council Resolution no. 51 of 28 April 2016). Finally, following the inventory of the furnishings, the restoration in full respect of the building and its contents, and the adaptation to museum operating and safety standards, the Municipality of Carmignano opened the Casa Studio to the public (2020) and established the Museo Diffuso Quinto Martini (2021). Since 2022, the Casa Studio has become part of the Associazione Nazionale Case della Memoria (National Association of Houses of Memory) and actively participates in its initiatives.

4. QUALITY STANDARDS

Service Quality

The Museo Diffuso Quinto Martini operates in accordance with its official Regulations, approved by Municipal Council Resolution No. 19 dated May 24, 2021. The Museum aligns its organization and operations with the quality standards and objectives outlined in Regional Law No. 21/2010 and its implementing Regulation, as well as in Ministerial Decree No. 113 of February 21, 2018. The Museum also adopts appropriate indicators to assess the quality of the services provided.

5. OPERATIONAL STANDARDS AND PUBLIC SERVICES

a1. Visitor Reception

All visitors may access the Museum's locations and benefit from the available services in accordance with the terms established by the Regulations and restated in this Service Charter.

The Parco-Museo is equipped with a reception area and information point where, on the occasion of specific events, operators provide practical and basic information - at least in Italian and English - on the Park-Museum, the Casa Studio, the artist and the territory to which he belonged.

In particular, the following information and materials are available:

- flyers about the Casa Studio (in Italian and English) including opening hours
- leaflets about the Parco-Museo (in Italian and English) including a site plan
- Services Charter
- form for reporting any inefficiencies.

The Casa Studio is accessible by appointment to a limited number of visitors at a time, as it has been deliberately preserved in its original layout in order to maintain the atmosphere of creativity and everyday life that distinguish this house-museum on the national scene, and reflect in perfect unity the author's entire artistic experience and research itinerary. Therefore, the reception and cloakroom spaces are neither separate nor specifically equipped, but coincide with the exhibition spaces densely occupied by works of art and furnishings. For this reason, the museum experience can be enjoyed by a limited number of visitors at a time, always accompanied.

The following information and materials are available along the exhibition route:

- flyers about the Casa Studio (in Italian and English), including opening hours
- flyers about the Park-Museum (in Italian and English), including a site plan
- Services Charter
- form for reporting any issues or inefficiencies.

Publications are also available, in particular the short guide to the Casa Studio (in Italian and English), and the photographic book by Aurelio Amendola dedicated to the work of Quinto Martini, on display in the rooms of the Museo Diffuso.

At the end of the visit there is a questionnaire for evaluating the Museum and its services, drawn up by the Region of Tuscany, in which it is possible to express opinions or make suggestions.

a2.Accessibility for people with disabilities

Parco-Museo:

-All exhibition spaces are accessible to mobility impaired users if accompanied; they are accessible with limitations for unaccompanied mobility impaired users.

Casa Studio:

- The exhibition spaces are relatively and limitedly accessible to users with motor impairments.

a3.Opening to the public

The Parco Museo, as a municipal urban public space, is free and open all year round. Timetables, events and general and practical information can be found posted at one of the three entrances to the park and are published on the museum website (<http://www.museoquintomartini.it/>) and that of the Municipality of Carmignano

(https://www.comune.carmignano.po.it/area_letturaLuogo/569/pagsistema.html)

(https://www.comune.carmignano.po.it/area_letturaLuogo/568/pagsistema.html)

The Casa Studio is open in the mornings of the second and fourth Saturdays and Sundays of the month, by appointment only, and on special events, regional or national events to which the Museum adheres, also by appointment only; these openings and any planned activities are to be publicised and communicated to users.

b.Cultural accessibility

The Parco-Museo is equipped with primary information tools at one of the three entrances, and with additional information at the information point inside (open on the occasion of organised events and visits) useful for facilitating the visit, understanding the order and route, and encouraging in-depth information on the sculptures on display, on Quinto Martini and on the artist's nearby Casa Studio.

Each sculpture in the park is provided with a caption.

In addition to these tools, other aids are available to visitors such as

- website, created in compliance with the directives on accessibility according to current regulations
- leaflet about the parco-museo (in Italian and English) including a plan of the park
- flyer on the Casa Studio (in Italian and English) including opening hours

The Casa Studio is programmatically devoid of internal signage in order to preserve the integrity of the environment as an integral and characterising part of the type of enjoyment offered by the houses of memory. All information is provided by the operators who guide each visit free of charge. In addition to this service, further tools are available to visitors:

- website, created in compliance with the directives on accessibility according to current regulations
- flyer on the Casa Studio (in Italian and English) including opening hours
- leaflet about the parco-museo (in Italian and English) including a plan of the park

Heritage education activities and visitor routes.

In pursuit of its aims, the Museum organises initiatives aimed at cultural promotion, offers educational activities and workshops dedicated to schools, families and the adult public, guided tours, conferences and conventions, and any other intervention deemed useful.

Educational activities dedicated to schools, families and the adult public, carried out by trained volunteer staff, volunteer specialists or the Museum Director, are usually free of charge.

Free activities are also carried out during events organised by the Museum, or to which the Museum adheres, promoted by the Municipality or at provincial, regional and national level, starting with those organised by the Associazione Nazionale Case della Memoria (National Association of Houses of Memory).

Reservations can be made by telephone (+39 055 8750250 / 338 6335362) or by e-mail (cultura@comune.carmignano.po.it).

Internships and training courses

The Museum can host internships and training courses for students and undergraduates/postgraduates from university faculties whose course of study is consistent with its mission and nature. The activation and holding of internships and apprenticeships are regulated by special agreements and by individual training and orientation projects managed by the Municipality of Carmignano.

Deposits

The Museum has no deposits.

Documentation

The Museum has inventory records relating to both the works of art and the furnishings of the Casa Studio, kept at the Municipality of Carmignano, and the conservation records of all 36 bronzes in the Parco-Museo created by the Opificio delle Pietre Dure of Florence on the occasion of the monitoring campaign carried out in 2013 that earned the Bronze Sector of the OPD the 2013 Italian Heritage Award (International Prize for the Enhancement of Cultural Heritage), also kept at the Municipality of Carmignano.

Access to the heritage for the purposes of study and scientific research is permitted subject to a motivated written request sent to the Municipality of Carmignano and to the Museum Management.

Video and photographic recordings made by third parties are allowed for personal and non-commercial use; the Museum may allow photographic and video recordings for commercial use subject to a motivated written request.

Publications

The Museum has produced and made available for consultation and sale both a Short Guide and a photographic book by Aurelio Amendola.

Temporary exhibitions, cultural events

Subject to the availability of financial resources and the regular performance of its essential services, the Museum plans and organises cultural events consistent with its mission, also in cooperation with other public and private institutions. A review of the main events held at the Parco-Museo or organised in collaboration with the Municipality of Carmignano can be found on the website <http://www.museoquintomartini.it/#eventi>.

6. IMPROVEMENT OBJECTIVES

In order to improve the quality of the services offered, the Museum intends to pursue the following objectives

- enhancement of the cultural offer, compatibly with available resources
- an increase in internships, apprenticeships and training workshops with students from the Fine Arts Academies, the Opificio delle Pietre Dure of Florence, and the Faculties of Architecture and Humanities
- creation of an integrated signage project (tactile map and tactile pathway) for the blind/visually impaired at the Parco-Museo in cooperation with the Prato UICI (Italian Union of the Blind and Visually Impaired)
- integration of the captions of the Parco-Museo's sculptures with QR codes for the use of audio information cards
- reprinting of an updated edition of the Parco-Museo catalogue, compatibly with available resources;
- audio-guide to the visit usable through QR codes that can be activated in every room of the Museum.

Quality factors have been defined to verify the quality of services to the public, which are also summarised in the tables below, in which the indicators and quality standards guaranteed are identified.

7. RELATIONS WITH THE PUBLIC

Rights and Responsibilities of Visitors

All visitors are entitled to access the Museum and to make use of its services in accordance with the conditions established by the regulations and outlined in this Charter.

Visitors have the right to:

- Receive clear and effective information regarding the Museum's offerings and the procedures for accessing its services and initiatives;
- Communicate with the Museum through all channels made available for this purpose;
- Complete the questionnaire to express their level of satisfaction with the exhibition and services, as well as to provide comments and suggestions.

Museum users are required to observe the rules of good manners and correct behaviour towards other users and museum staff. Behaviour contrary to these rules and to the instructions given by the staff may also be grounds for removal from the museum premises.

Visitors to the Casa Studio are required to leave luggage, bags and bulky backpacks at the museum entrance.

A tone of voice and behaviour that does not disturb other users must be maintained in the Casa Studio.

In the Parco-Museo it is permitted to

- take photographs for personal use
- take photographs and audiovisual recordings for professional use only with prior authorisation from the Management or the Culture Office of the Municipality of Carmignano
- bring in animals kept on a leash
- consume food and drinks in a manner respectful of the museum context.

In the Casa Studio it is permitted to:

- take photographs for personal use, without the use of a tripod and flash
- take photographs and audiovisual recordings for professional use only with prior authorisation from the Management or the Culture Office of the Municipality of Carmignano

In the Casa Studio you may not

- smoke
- consume food and drinks
- bring animals and introduce any object that, due to its characteristics, may pose a risk to the safety of people, the works on display, the building, the structures
- use mobile phones inside the exhibition spaces for personal conversations.

Information to users

The Museum provides information to users on its services through the museum staff, the information material available at the reception area, the website

<http://www.museoquintomartini.it/> , that of the Municipality of Carmignano (www.comune.carmignano.po.it), and the local media.

For information, bookings and complaints the museum staff is available at cultura@comune.carmignano.po.it .

8. USERS PARTICIPATION

User Satisfaction Survey

At the Casa Studio the Museum carries out user satisfaction monitoring activities through a signature book, on which it is also possible to write short notes and comments that are used for quantitative and qualitative data collection, in compliance with current privacy regulations.

Suggestions, reports and complaints

Users may submit reports and complaints regarding the functioning of the services and the quality standards set out in this Charter:

- communicating them verbally to the volunteer staff present, or
- by writing them in the signature book, or

- by using the complaint form available in the Reception Area and attached to this Service Charter, or
- by writing to the Director.

If the person concerned wishes to receive a written reply, he/she must fill in the part of the form relating to his/her contact details, indicate the date of the submission and the subject of the complaint. Only duly completed and signed forms will be taken into account.

The form can be handed in to the same staff present at the Casa Studio, or sent by post (Comune di Carmignano, Ufficio cultura, piazza Matteotti 1, 59015 Carmignano - PO), or sent by e-mail to: cultura@comune.carmignano.po.it.

The Museum will reply as soon as possible and in any case no later than 30 days from the date of receipt of the form.

9. SERVICES PROVIDED: DESCRIPTION AND QUALITY STANDARDS

All the services mentioned above must meet quality standards to be pursued. In order to make these standards transparent and verifiable by users, quality factors and quantitative and qualitative indicators have been established, as shown in the tables below.

Quality Factors	The specific aspects of a service on which the quality of the service depends
Indicator	The unit of measurement/index representing the quality of the service
Standard/Goal	the guaranteed level of quality

Accessibility, Communication, Visiting Aids

Quality Factor	Indicator	Standard/Goal
Opening Hours	100% open according to schedule	Casa Studio (CS): Minimum 12 per week on average Parco Museo (PM): open hours
Information Signage	opening hours and entrance fees; Activities; Museum maps	Absent Present Present
Information on routes and services	1 reception operator minimum 24 hours per week Information leaflet in Italian and English Service Charter	Absent (PM), 2 operators by appointment (CS) Present Present
Accessibility and Functionality	Parking space Clothes hanger/wardrobe Lecture/didactic room Accessibility of exhibition spaces to the motor disabled	Present (PM) Absent Absent Assent (CS) Present with limitations (PM)
Visiting Aids	Identifying captions Information panels	Present (PM) Present (PM)
Web Communication	Website Updating information	Present Within 2 working days of

	content	the change occurring
	Updating website and social media	Monthly

Educational Activities for Schools and Groups

Dimension/Quality	Indicator	Standard/Objective
Efficacy	Percentuale di accoglienza delle richieste pervenute	100%
Multichanneling	Modalità di prenotazione	Telefono, e-mail
Timeliness	Intervallo tra richiesta e prenotazione della visita	Primo giorno lavorativo utile
Timeliness	Intervallo tra prenotazione e visita	In relazione al calendario delle prenotazioni
Effectiveness	Duration of educational and workshop activity (PM only): 1.30 to 2 hours depending on the type of activity	100% of the time specified in the programme for each activity
Effectiveness	Duration guided tour: 2 hours (PM); 1 hour (CS)	100% of the time specified in the programme

Valorisation activities, Cultural events, Family activities, Exhibition initiatives

Dimension/quality	Indicator	Standard/Goal
Effectiveness/continuity	Number of events/activities for families	At least 30 per year (PM)
Effectiveness/continuity	Number of cultural activities	Variable
Accessibility	Availability of information material	At least one illustrative brochure for the main activities
Accessibility	Availability of guide or catalogue	always
Multichannel information	Mode of communication concerning the duration and times of the event	On all available information channels
Transparency	Indication of subjects involved	In the colophons of publications and information materials of initiatives

Study and Scientific Research

The Museum promotes study and scientific research activities in order to update and deepen the knowledge of its own heritage and other aspects of 20th century European history, art and culture, as well as the restoration of contemporary works of art.

The results of these activities are published in exhibition catalogues, articles or scholarly editions collecting the results of the research.

Specific collaborations with Italian and foreign scholars, organisations or research institutes can also be set up to carry out the study activities.

Access to the Heritage and Documentation

Access to the heritage for study and scientific research purposes is allowed subject to a reasoned written request sent to the Directorate and the Municipality of Carmignano.

Dimension/quality	Indicator	Standard/Goal
Accessibility	Availability of consultation of publications	Consultation is available in the municipal library and, as regards the Casa Studio guide and Amendola's photo book, at the Casa Studio

10. MODULO DI RECLAMO/ COMPLAINT FORM

Museo Diffuso Quinto Martini,

Indirizzo/ Address: Via Pistoiese, 167 (Parco-Museo) e Via Baccheretana 306 (Casa-Studio), Seano (Carmignano, PO)

Tel. 055 8750250

E-mail: cultura@comune.carmignano.po.it

(Si prega di compilare il modulo in stampatello/ please, complete using capitals writing)

RECLAMO e/o SUGGERIMENTO PRESENTATO DA/COMPLAINT and/or SUGGESTION FROM

COGNOME/ LAST NAME: _____

NOME/ FIRST NAME _____

Estremi documento di identità/ I.D. n. _____

NAZIONALITA'/ NATIONALITY: _____

TELEFONO/ PHONE: _____

Per ottenere una risposta scritta:

INDIRIZZO/ADDRESS _____

E-MAIL _____

OGGETTO DEL RECLAMO/COMPLAINT: _____

MOTIVO DEL RECLAMO/COMMENTS: _____

RICHIESTA DI MIGLIORAMENTO DEI SERVIZI/ SUGGESTIONS: _____

Si informa, ai sensi dell'art. 13 del D.Lgs. 30/06/2003 n. 196, che i dati personali verranno trattati e utilizzati esclusivamente al fine di dare risposta al presente reclamo e per fornire informazioni relative a eventi culturali organizzati da questo Museo.

Personal data will be used exclusively for replying to this complaint and to provide information on cultural events organized by this Museum (D-Lgs. 30/06/2003 n. 196).

DATA/DATE

FIRMA/SIGNATURE

Al presente reclamo verrà data risposta entro 30 giorni lavorativi

We will answer within 30 working days

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