



CENTRUM PRO INTEGRACI CIZINCŮ, o. p. s.

Sídlo: Pernerova 10/32, 186 00 Praha 8

IČ: 26631997

www.cicops.cz

Submitting and proceeding of complaints and suggestions in the Centre for Integration of Foreigners

Submitting a complaint or a suggestion will not have any negative effect on the services provided to you. A complaint is an oral or written expression of discontent with the services provided by CIC or by a CIC employee, a suggestion is an oral or written expression of opinion about the services of CIC or the work of a CIC employee that is not considered a complaint by the author.

A complaint can be made about the work of a CIC employee or any CIC activity. You can submit a complaint or a proposal in writing or orally, in Czech, English, or Russian language. The complaints can be both onymous or anonymous. Complaints can be submitted personally or by someone chosen to do it on your behalf.

You can address your complaint or suggestion to the statutory representative of CIC.

Contact: Mgr. Anna Marie Vinařická, Pernerova 10/32, 186 00 Praha 8

E-mail: anna.marie.vinaricka@cicops.cz, **tel:** +420 735 173 738

If you do not want to submit your complaint to the statutory representative of CIC, you can also submit it to the Administrative Board.

Contact: Správní rada CIC, Pernerova 10/32, 186 00 Praha 8

Every complaint, written or oral, is recorded in the Book of Complaints. The inquiry of the complaint is carried out by the statutory representative or the appointed member of the Administrative Board if the complaint was addressed to him (her).

During the inquiry, the complaint is discussed with the complainant, with every person who is involved in the case, and with anybody who can give an explanation. The complainant is informed by the statutory representative or appointed member of the Administrative Board about the results of the inquiry and actions which were taken. This information is always in writing.

The deadline for the completion of inquiries is usually 15 days. If a person crucial for the inquiry is momentarily not available, the deadline is extended. The complainant is informed about the extension.

The results and subsequent actions are recorded in the Book of Complaints.

If the complainant has any doubts or is not content with the results and has taken action, he (she) can address the member of the Administrative Board who is entitled to inquire about the procedure and results of the complaint again. The member of the Administrative Board will inform in a written form both the complainant and the Administrative Board during its meeting.

Every submitted proposal is registered and discussed during the meeting of CIC employees and is recorded in reports from these meetings. In case the person, who gave the proposal, required a written answer to his (her) proposal, he (she) will obtain this answer.

If you are not content with the procedure of submitting a complaint, we recommend addressing any of the institutions dealing with human rights (for example Public Defender of Rights, Údolní 39, Brno 602 00) or any of CIC donors.