Submission of complaints

A complaint may be submitted by:
• the person whom the issue directly concerns,
• a representative of the person whom the issue concerns or
• a witness to a situation that could become the subject of a complaint or suggestion to the ombudsman.

Complaints or suggestions can be anonymized. However, you must ensure that it is possible to contact you. We therefore recommend giving an e-mail address, telephone number or other contact data.

Recommended contents of the complaint or suggestion:
• identification of the complainant – either specific (e.g. Jana Nováková) or general (e.g. student of faculty XY)
• contact data for the complainant
• subject of the complaint or suggestion
  • description of the situation that you are consulting the ombudsman about
  • development of the situation
  • persons (general) and organizational units involved
  • steps taken so far and their effect
• what you consider to be the best solution to the situation – expectations and interests

You can submit your complaint or suggestion through the following channels:
• By e-mail to the following address: ombudsmanka@cuni.cz
• Through the online form
• In person through the arranging of a consultation with the ombudsman
• In person at the mail office of the Rectorate of Charles University – further information here
• By mail to the address given here