

## **Procedure for filing complaints, suggestions, notifications, and petitions**

A complaint means the filing of a natural or legal person, or a group of natural or legal persons (hereinafter referred to as the “complainant”), against the incorrect conduct of VSB-TUO as the administrative body, or its part, to inappropriate behaviour of officials of the administrative body within the meaning of Section 175 of Act No. 500/2004 Coll., Administrative Procedure Code, as amended (see Part A).

Other complaints are complaints of employees and other persons about the behaviour of VSB-TUO employees, which are not complaints pursuant to Act No. 500/2004 Coll., the Administrative Procedure Code, as amended (see Part B).

Suggestions are proposals for improving the existing situation, especially technical or economic; the notifications draw attention to negative phenomena. These must always be phenomena related to the activities of VSB-TUO as the administrative body. Complaints and notifications shall be dealt with in an appropriate manner in accordance with the Complaints Rules, Part A of this Directive.

Petitions are requests, proposals and complaints in matters of public or other common interest, which fall within the competence of VSB-TUO in the performance of state administration, in accordance with Act No. 85/1990 Coll. on The Right of Petition.

The rules set out in Part A of this Directive shall apply mutatis mutandis to suggestions, notifications, and petitions.

### **PART A SETTLEMENT OF COMPLAINTS, SUGGESTIONS, NOTIFICATIONS, AND PETITIONS PURSUANT TO ACT No. 500/2004 Coll., THE ADMINISTRATIVE PROCEDURE CODE**

#### **1 The place to file a complaint is:**

- the Inspection and Internal Audit Department (hereinafter referred to as Department 9005) for all methods of submission, i.e. in writing, electronically or orally to the report, if a complaint received orally cannot be resolved immediately. It is not possible to file a complaint by telephone;
- VSB-TUO filing office for filing a complaint delivered by post, data box or a complaint submitted in person in writing;
- the secretariat of the Dean of the faculty in the event that the complainant files a complaint against the action of officials at this part of VSB-TUO, and the content of the complaint falls within the independent competence of the faculty.

## **2 Requirements for the complaint:**

### In particular, the complaint must contain:

- for natural persons: name, surname, date of birth and place of permanent residence, the signature of the complainant,
- for legal entities: its name, registered office, ID number, name and the signature of the person authorized to act on behalf of the legal entity,
- for submission by e-mail (except for submission by data box if it is a submission from a data box set up by the complainant): a guaranteed electronic signature based on a qualified certificate or a qualified electronic signature.

A complaint whose complainant is not sufficiently identified and this fact is not eliminated even within the time limit set by invitation to supplement the complaint is considered anonymous. Anonymous complaints are not investigated, but after considering the content, they can be used when performing inspections according to the internal inspection system of VSB-TUO.

## **3 Defects of the complaint:**

After registering the complaint, Department 9005 will check the essential elements of the complaint and assess whether the complaint does not suffer from defects preventing its settlement and whether it is a complaint under Act No. 500/2004 Coll., the Administrative Procedure Code, as amended.

If defects in the complaint are found, Department 9005 will invite the complainant to eliminate them. At the same time, it sets a reasonable time limit for the complainant to remedy the defects. The instructions of the invitation must state that if the defects of the complaint are not eliminated within the specified period, the complaint will be postponed.

In case that:

- a. the complainant did not eliminate the defects of the complaint within the specified time limit, which prevent its proper settlement,
- b. the complaint is clearly untrue, defamatory or significantly obstructive,
- c. the complaint is anonymous,
- d. the subject of the complaint falls within the independent competence of another administrative body,

the head of Department 9005 proposes to stop or postpone the handling of the complaint.

The complainant will be informed by a letter from VSB-TUO about the suspension or postponement of handling the complaint pursuant to a), b and d).

#### **4 Administrative body authorized to resolve the complaint:**

Department 9005 will ensure the official delivery of the registered complaint to the administrative body authorized to process it. Each complaint is judged based on its actual content, regardless of how it is designated.

If the complaint concerns the activities and behaviour of officials, the administrative body authorized to deal with a complaint is:

- a. faculty - Dean
- b. university institute - Director
- c. other parts not listed above, of VSB-TUO, in case they are an administrative body - the head of Department 9005

In the event that the complaint is directed against the above-mentioned authorized employees (officials) - the Dean, Director, head of Department 9005, the Rector decides on the complaint or appoints a person authorized to handle the complaint, on the proposal of the head of Department 9005.

#### **5 The complaint investigation:**

Each complaint is judged based on its actual content, regardless of how it is designated.

The investigation must be carried out without delay, economically, objectively, and the findings must be documented at all points.

The authorized employee entrusts the employees with the investigation of the complaint, or in complex cases, he/she appoints a commission (max. 3 persons). The authorized employee, or the commission, shall provide the necessary documents related to the complaint, conduct an investigation and ensure the opinion of the specialized departments of VSB-TUO or the complaints of the persons concerned.

It is inadmissible for such persons to entitle employees – officials against whom the complaint is directed.

Suppose the administrative body empowered to deal with the complaint finds the complaint to be well-founded or partially well-founded. In that case, it shall take the necessary remedial action without delay. The result of the investigation and the remedial action taken shall be recorded in the file.

The employee authorized to settle the complaint according to c) clause 3.1 No. 3 of Part A submits a proposal for measures for the decision to the Rector, who informs the complainant about the result of the investigation.

## **6 Deadline for handling complaints:**

The deadline for the settlement of a complaint by the administrative body (authorized employee) is 60 calendar days from the date of delivery of the complaint. The complainant must be notified in writing of the settlement of the complaint within this period.

The set deadline can only be exceeded if it is not possible to provide the documents necessary for the settlement of the complaint within the given period, with the consent of the VSB-TUO Rector.

## **PART B SETTLEMENT OF OTHER COMPLAINTS**

### **1 The place to file a complaint is:**

- a. the Inspection and Internal Audit Department (hereinafter referred to as Department 9005) for all methods of submission, i.e. in writing, electronically or orally to the report, if a complaint received orally cannot be resolved immediately. It is not possible to file a complaint by telephone;
- b. VSB-TUO filing office for filing a complaint delivered by post, data box or a complaint submitted in person in writing;
- c. the secretariat of the Dean of the faculty in the event that the complainant files a complaint against the action of officials at this part of VSB-TUO and the content of the complaint falls within the independent competence of the faculty;
- d. Rector's Secretariat.

### **2 Requirements for filing a complaint:**

In particular, the submission of other complaints must include:

- for natural persons: name, surname, date of birth and place of permanent residence, signature,
- for legal entities: its name, registered office, ID number, name and signature of the person authorized to act on behalf of the legal entity,
- for submission by e-mail (with the exception of submission by data box, if it is a submission from the data box set up by the complainant): a guaranteed electronic signature based on a qualified certificate or a qualified electronic signature,
- by e-mail from the e-mail of the employee assigned in connection with the employment relationship with VSB-TUO; such submission may not include a guaranteed electronic signature based on a qualified certificate or a qualified electronic signature

A complaint whose complainant is not sufficiently identified and this fact is not eliminated even within the time limit set by invitation to supplement the complaint is considered anonymous. Anonymous complaints are not investigated, but after considering the content,

they can be used when performing inspections according to the internal inspection system of VSB-TUO.

### **3 Defects of the complaint:**

After registering the complaint, Department 9005 will check the essential elements of the complaint and assess whether the complaint does not suffer from defects preventing its settlement (e.g. ambiguity of the subject of the complaint).

If defects in the complaint are found, Department 9005 will invite the complainant to eliminate them. At the same time, it sets a reasonable time limit for the complainant to remedy the defects. The instructions of the invitation must state that if the defects of the complaint are not eliminated within the specified period, the complaint will be postponed.

In case that:

- a. the complainant did not eliminate the defects of the complaint within the specified time limit, which prevent its proper settlement,
- b. the complaint is clearly untrue, defamatory or significantly obstructive,
- c. the complaint is anonymous,
- d. the subject of the complaint falls within the independent competence of another administrative body,

the head of Department 9005 proposes to stop or postpone the handling of the complaint.

The complainant will be informed by a letter from VSB-TUO about the suspension or postponement of the handling of the complaint pursuant to a), b and d).

### **4 Deadline for handling complaints:**

The deadline for the settlement of a complaint by the authorized employee is 60 calendar days from the date of delivery of the complaint. The complainant must be notified in writing of the settlement of the complaint within this period.

The set deadline can only be exceeded if it is not possible to provide the documents necessary for the settlement of the complaint within the given period, with the consent of the VSB-TUO Rector.