



Information for interested persons of service or service users
Counselling Centre for Foreigners and Refugees
of Diecézní katolická charita Hradec Králové

What is our mission?

To provide professional and free of charge counseling services to foreigners and refugees, regardless of their race, nationality, social group, political belief, and religion, and thus prevent their social exclusion and help them integrate into society.

What are our goals?

- 1) *By providing social and legal counseling we want to increase the awareness of foreigners* (especially in the following areas: residence in the Czech Republic, employment, housing, social system, education, health care and insurance, business) and to strengthen the sociocultural orientation of foreigners in the Czech environment (in particular assistance in dealing with authorities, mediation of contacts with other services and facilities).
- 2) *Provide contact informations of available related services* (providing material assistance, integration, educational activities and courses, equipment for integration flats), Charity services in the Czech Republic and other institutions (Foreigners Police, Department of Asylum and Migration Policy, regional authorities, municipalities, NGOs, etc.) and develop cooperation with these institutions.

Whom can we help?

Foreigners and refugees who find themselves in a vulnerable social situation or are at risk of having a particular social situation, particularly because of their residence status, language barrier, cultural differences or ignorance of their rights and duties.

In which situations do we help?

- insufficient knowledge of your rights and obligations and the resulting endangering of your stay in the Czech Republic
- dependence on an intermediary that may restrict your self-sufficiency and freedom of decision
- insufficient knowledge of the Czech language which may leads to difficulties with employment, dependence on an intermediary, dependence on social welfare, etc.
- the risk of social exclusion, which may be the consequence of race, nationality, religion, residence status, or ignorance of socio-cultural standards
- isolation of foreigners leading to frustration, psychological problems and inability to integrate into society

What are our principles?

FREE OF CHARGE, DISCRETION, INDEPENDENCE, IMPARTIALITY

Workers of Counselling Centre also care about respecting human rights and fundamental freedoms, privacy policy, confidentiality and individual approach to clients.

In what languages you can speak?

In our counselling centre you can speak in Czech, Russian, German, English. If it is necessary we arrange translation to other languages. If you bring an interpreter it is possible to communicate in any language.

Who you can meet in our counselling centre, who provides you services?

Qualified social workers with years of experience in the field

We cooperate with a law office which is specialized in immigrants and refugee issues

Where and when can you use our services

You can visit us personally in residence of our counselling centre on following address, where we provide our services by ambulatory form:

Counselling Centre for Foreigners and Refugees

Diecézní katolická charita Hradec Králové

Šafaříkova 666/9

500 02 Hradec Králové

kontakt:

tel.: 492604940, 731402301, 731402303

e-mail.: poradna.cizinci@hk.caritas.cz

www.hk.caritas.cz, www.cizincihradec.cz

Our services are provided also in field form in the Region of Hradec Králové. You can contact us also by telephone or email.

Counselling is provided:

	Ambulant form at the address of organization	Field form
Monday	9:00- 12:00 13:00-18:00	9:00-12:00 13:00-16:00
Tuesday	9:00-12:00 13:00-16:00	
Wednesday	9:00-12:00 13:00-18:00	9:00-12:00 13:00-16:00

It is possible to arrange a term of meeting out of official opening hours by prior individual agreement.

How we provide our services?

At the first contact you will agree on a communication language with a worker of our counselling centre. Then he/she will inform you about a range, a type, the terms and a time availability of our offered service. You will decide and choose yourself a type of service and in which range you will use it. Your decision and choice is accepted by worker of counselling centre. Together with worker of counselling centre you will agree the goal what you want to achieve in order to improve your situation. According to the goal you will plan individual tasks which you can do and which our workers do. If you do not interrupt our negotiation, we consider an agreement of providing our services as made and we follow it.

Information for clients of service regarding personal data protection

In order to provide you with a service of a good quality the Counseling Center for Foreigners and Refugees of the Diocesan Catholic Charity of Hradec Kralove needs some of your personal data. These are needed for some acts we are helping you with. Some data may be requested for the needs of implemented projects associated with social service. For these reasons you may be asked by a social workers to fill in the client's card. Information on the processing of personal data can be found in a separate document in language versions on the organization's website or on the notice board in the Counseling Center for Foreigners and Refugees.

You may act anonymously while provided with the service. In case of not providing any data, the service cannot be fully provided. The employee will clearly alert you about this information.

Counselling Centre workers are obliged to use your personal data very discreetly, to protect them from access of unauthorized persons and any misuse. Our workers must keep confidentiality.

Every service user has his/her „key worker“ with whom you will plan and evaluate our service. Key worker will work with you long term and provide you service. If your key worker is not available, actually present worker will take up his role (with your agreement with it). If you do not agree with that change, it will be arranged a date of meeting with your key worker.

Our workers record every meeting or act of provided service which is filed in database of users. Access to this information is permitted only to workers of counselling centre or other authorized workers (director, control organs, etc.). Also you have a right to see your records after agreement with your key worker. If you do not agree with recording your personal data, it will be recorded only anonymous data only for purpose of statistics.

Can you stop providing of our service in our counselling centre?

As a service user you have a right to stop or terminate our services at any time. That decision is fully respected by workers of counselling centre.

Counselling Centre may refuse to provide a service in following special cases:

- We do not provide services which you required
- You do not belong to the target group of our service
- In case of full capacity of counselling centre

- In cases when: client is impaired, his behaviour is aggressive, he is threatening or is harmful to himself or others.

What you can do if you are not satisfied with providing of our services?

You have a right to complain or submit comments on a service. Complaints and comments serve the purpose of especially improving the quality of service and the purpose of individual access to every user. You may submit your complaints and comments verbally or in written form (a book of complaints – available at Secretariat of organization). You may submit your complaint also anonymously, e.g. to the box located at stairs in a hall before entrance to our organization.

Whom you can complain?

Your complaints and comments can be addressed to professional counselling centre staff, head of our counselling centre and to other workers of organization including a director.

What language you can complain in?

A complaint may be made verbally and also in written form in Czech, Russian, English and German, in the case of written complaints in French, Spanish, Polish, Mongolian, Armenian, Albanian, Kurdish and Croatian languages we will arrange a translation. If client speaks a different language, the client has to ensure interpreter himself for case of complaint.

How long you have to wait for settlement of your complaint?

Complaints are processed without delay, but maximally within 30 days. If the time limit was exceeded, you will be informed about this fact and the reasons.

All complaints and their settlement are filed in a book of complaints (kniha stížností) which is saved in the Secretariat. You can require it there.

Process for verbal complaint

A worker to whom you are complaining to will record your verbal complaint to the book of complaints. He will arrange with you how and where you will get the settlement of the complaint.

Process for written complaints

Your written complaint is registered in the book of complaints and settlement is sent to the address which is listed in the complaint. A written complaint can be also submitted personally by writing to the book of complaints. In this case our worker will arrange with you how and where you will get settlement of your complaint. A written complaint can be also put in the box in our counselling centre.

Process for anonymous complaints

An anonymous complaint submitted in written by mail or put in Box of Wishes and Complaints will be registered in a book of complaints and a written answer will be posted on the board located in the hall before entrance of our organization.

An employee who receives comments or complaints (if he/she is not a direct competent employee) is required to pass the information to the competent worker till the next working day.

All complaints are registered in the book of complaints. Written records of complaints monitor the process of resolving the complaint and include if it is possible the exact statements of complainant. Records of complaints can be filed also in documentation of service user. If it is possible a written record of complain is signed by both parties. Responses on complaints are always written and are recorded in the book of complaints (if service user and worker did not agree a different way in case of verbal complaint that has to be recorded in the book of complaint). In case that the first written answer on complaint did not include final solution of the situation, there will be set a date by which the complaint would be resolved.

Do you have to complain only yourself personally?

You can choose a representative, a close person or an interpreter for submitting and settlement of complaints.

What can you do if you disagree with the settlement of the complaint?

You can appeal against a final settlement of your complaint to the following authorities and institutions in written form:

statutární zástupce organizace

Ing. Anna Maclová
Diecézní katolická charita
Velké náměstí 37
500 01 Hradec Králové

tel.: 495063135
fax: 495063134
dchhk@hk.caritas.cz

statutární zástupce zřizovatele

biskup královéhradecký (případně administrátor)

Velké náměstí 35, 500 01 Hradec Králové
tel.: 495 063 611
e-mail: biskupstvi@diecezehk.cz

veřejný ochránce práv

JUDr. Stanislav Křeček

Údolní 39
Brno, 602 00

Tel: (+420) 542 542 888, E-mail: podatelna@ochrance.cz

Úřad vysokého komisaře pro uprchlíky OSN

UNHCR v České republice
Rytířská 31
11000 Praha Tel.: + 420 776 437 775