



## **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 to 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 consultation office, you can speak in Czech, Russian, Ukrainian, Mongolian or English if it is a different language, you must arrange an interpretation. If you need an interpretation in the listed languages above, please order the service in advance, an interpreter may not be available if you arrive without an appointment.

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

With qualified social workers, social service workers, lawyers and interpreters (integration workers).

### **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](mailto:poradna.cizinci@hk.caritas.cz)

[www.hk.caritas.cz](http://www.hk.caritas.cz), [www.cizincihradec.cz](http://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	8:00- 12:00 13:00-17:00	9:00-12:00 13:00-16:00
Tuesday	9:00-12:00 13:00-16:00	
Wednesday	8:00-12:00 13:00-17:00	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 are accepted by worker of counselling centre. Together with worker of counselling centre you will agree the goal what you want to achieve 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**

To provide you with a service of a good quality the Counselling Centre 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 consulting worker 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 Counselling Centre for Foreigners and Refugees.

You may act anonymously while provided with the service. Its 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, 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 can you do if you are not satisfied with the provision of our services?**

You have the right to complain or have comments about the service. Complaints and comments serve mainly to improve the quality of the service and individual approach to each of the clients.

### **Comments and suggestions**

We will be very happy for your feedback in the form of a comment or suggestion. Please write your feedback in Czech, Russian, Ukrainian, Mongolian, English, Vietnamese or German. If it is a different language, please arrange a translation. Drop your feedback in the wishes and complaints box in the hallway next to the information materials case. To write down a comment or suggestion, you can use the feedback questionnaires available in the corridor and the room where the reception is located.

### **Complaints**

You have the right to complain about the quality of service provided by the Integration Centre for Foreigners and Refugees. Complaints primarily serve to improve the quality of the service. Complaints can be submitted orally, in writing or electronically in Czech, Russian, Ukrainian, Mongolian, English, Vietnamese or German. If it is a different language, the client must have a translation or an interpreter in case of a complaint. Complaints can also be filed anonymously. Complaints can also be submitted directly in the Integration Centre to the wishes and complaints box, which is clearly marked in the corridor opposite the stairs, before entering the office next to the case with information materials.

Complaints are dealt with immediately, but within 30 days at the latest, if it is not possible to meet the deadline, you will be informed of these reasons. An employee, who receives a complaint is obliged to pass the information on to a superior employee or representative of a superior employee no later than the following working day. All complaints and their handling are recorded in the complaints book, which is kept in the secretariat of the organization.

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.

### **Oral complaint**

The employee of the counselling centre records your complaint in the complaint book and agree with you the method and place of handing over the handling of the complaint.

### **Written complaint**

After delivery, the written complaint is registered in the complaint book and the settlement is sent by mail to the address indicated in the complaint.

### **Electronic complaint**

After delivery, the complaint is registered in the complaint book and the settlement is sent in the electronic form in which the complaint was received.

### **Anonymous complaint**

An anonymous complaint submitted e.g. in writing by post or in the Requests and Complaints box will be registered in the complaints book and its written resolution will be posted for 30 days from the day of resolution on the bulletin board in the corridor before the entrance to the Counselling Centre, where it is also possible to place a free advertisement.

### **Do you have to complain in person?**

You can choose a representative, a close person or an interpreter to file and handle complaints.

### **What can be done if you do not agree to the handling of the complaint?**

The resulting resolution of the complaint can be appealed in writing to the following bodies and institutions:

#### **Ředitel diecézní katolické charity Hradec Králové**

Velké náměstí 35/44, 500 01 Hradec Králové  
telefon: 495 063 135  
e-mail: [dchhk@hk.caritas.cz](mailto:dchhk@hk.caritas.cz)

#### **Biskupství královéhradecké: Velké náměstí 35/44, 500 01 Hradec Králové**

telefon: 495 063 611  
e-mail: [biskupstvi@bihk.cz](mailto:biskupstvi@bihk.cz)

#### **Veřejného ochrance práv: Údolní 39, 602 00 Brno**

telefon: 542 542 888  
e-mail: [podatelna@ochrance.cz](mailto:podatelna@ochrance.cz)

#### **Úřad vysokého komisaře pro uprchlíky OSN**

UNHCR v České republice  
Rytířská 31, 110 00 Praha  
telefon: 776 437 775