



Information for interested persons of service or service users

Counselling Centre for Foreigners and Refugees

of Diecézní katolická charita Hradec Králové

Who are we?

Counselling Centre for Foreigners and Refugees is one of service of non-governmental organization Diecézní katolická charita Hradec Králové. We provide counselling to foreigners and refugees free of charge.

What is mission of our Counselling Centre?

Our mission is to provide professionally free of charge counselling services to foreigners and refugees regardless of their race, nationality, social background, politics and religion.

Whom we provide our services to?

We provide our services to foreigners and refugees which are in difficult social situation or are threatened by it.

What concrete services do we provide?

Professional social and legal counselling in following issues:

- Questions of residence in the Republic (Law about residence of foreigners, Law about asylum)
- Labour relations and employment of foreigners
- Questions of health care for foreigners and sickness insurance
- The issue of social system
- The education system and recognition of qualifications, etc.

Assistance in dealing and arranging matters:

- At offices
- At employers
- At doctors
- At schools
- During finding an accommodation

We can contact related services such as:

- Provision of material assistance
- Integration and educational activities and courses
- Equipment for integration accommodation
- Contacts on services of other charities in the Czech Republic

- Providing contacts to other institutions (foreign police, regional authorities, municipalities, NGOs, partner organizations abroad, etc.)

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 Mongolian, Ukrainian, Armenian, Polish and French, Spanish, Albanian, Croatian and Kurdish. 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

What are our working principles?

Services of Counselling Centre for Foreigners and Refugees are provided based on the following principles:

- Free of charge
- Confidentiality
- Independence
- Impartialness

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

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. It is possible to arrange a term of meeting after official opening hours.

Opening hours:

| | 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 | According to individual agreement |

| | | |
|-----------|-----------------------------------|-----------------------------------|
| Wednesday | 9:00-12:00 13:00-18:00 | 9:00-12:00 13:00-16:00 |
| Thursday | According to individual agreement | According to individual agreement |
| Friday | According to individual agreement | According to 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 service users at personal data protection

Counselling Centre for Foreigners and Refugees of Diecévní katolická charita Hradec Králové need some of your personal data in order to provide you services in a proper good quality. These data are necessary for some acts in which Counselling Centre helps you. Your personal data we processed only with your written agreement.

Especially public documents data are concerned, most often you will be asked about your nationality, name, eventually about your name and surname and a year of your birth. These data will be required by workers of Counselling Centre, but if you do not want, you are not obliged to give all the information. You can act anonymously during providing of our service. It can happen that in case you do not give us some necessary data, an appropriate service could not be fully provided to you. You will be clearly informed about this fact by our worker.

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 complaint 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:

Statutory representative of organization:

**Director RNDr. Jiří Stejskal
Diecézní katolická charita (Diocesan Catholic Charity)
Velké náměstí 37
500 01 Hradec Králové**

**Tel.: 495063135
Fax: 495063134
jiri.stejskal@hk.caritas.cz**

Statutory representative of founder

**Bishop of Diocese Hradec Králové (eventually administrator)
Velké náměstí 35
500 01 Hradec Králové**

**Tel.: 495 063 611
E-mail: biskupstvi@diecezehk.cz**