
Contact Person for the Charles University Ombudsperson

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At the Third Faculty of Medicine of Charles University, we pride ourselves on a friendly and open environment, which is our great asset. In order to maintain and cultivate such an environment, let us introduce the areas that the Contact Person for the CU Ombudsperson is working on and could help you with.

These include especially complaints related to:

- inappropriate behaviour in the workplace or a study group showing signs of psychological pressure, bullying, discrimination, or sexual harassment
- unequal treatment, conflict of interest or inappropriate behaviour between persons in unequal positions of power
- unjustified delays and cases where the competent authority appears not to act
- situations where communication is ineffective, and the issue needs to be dealt with impartially

The main role of the Contact Person for the CU Ombudsperson is therefore:

- to provide assistance to all students and staff who contact her, or refer them to other faculty authorities, or recommend another solution where appropriate
- to seek, through mediation in defined areas, solutions to disputes that are acceptable to both parties involved
- to ensure communication between the CU Ombudsperson and the management of the Third Faculty of Medicine and provide assistance to the CU Ombudsperson

The Contact Person for the CU Ombudsperson does not deal with complaints:

- without proper written processing
- belonging to the agenda of other faculty bodies or departments

Address:

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Third Faculty of Medicine
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Frequently Asked Questions (FAQ)

1. Who can submit a complaint to the Contact Person (CP)?

All students enrolled in bachelor's and master's degree programmes at the Third Faculty of Medicine, Charles University (both Czech and English curricula), as well as all employees of the Third Faculty of Medicine, can turn to the CP for assistance.

2. Can a complaint be submitted anonymously?

Yes; however, anonymity may affect how the CP can proceed with the case (i. e., further action). In order for a case to be properly investigated, the CP needs to obtain testimony and all relevant details of the case. If necessary, the CP may ask the complainant to verify their identity. Upon request, the CP may keep the complainant's identity confidential; however, in such a case, the CP will still know the complainant's identity.

3. How can a complaint be submitted?

Any complaint must be submitted in writing to the CP's email address. The CP will then contact the complainant, propose a personal meeting and initiate the investigation.

4. Will the CP contact the person against whom the complaint has been filed?

Yes, this must be done. The CP will gather available information about the case and inform the complainant of the steps being taken. At an appropriate stage, the CP will inform the person alleged to have engaged in inappropriate behaviour about the content of the complaint. That person will have the opportunity to respond and comment on the case.

5. Does the CP maintain confidentiality?

Yes. The CP conducts investigations with the utmost sensitivity and discretion. The CP may keep the complainant's identity confidential. However, during the investigation, the CP may contact witnesses, the person alleged to have engaged in inappropriate behaviour, and, where relevant, the supervisors or relevant authorities of the parties involved. The outcome of the investigation is a written report containing the CP's statement and, where appropriate, recommendations. The report includes the identification of the complainant (unless confidentiality was requested), the subject of the complaint, the materials reviewed, testimonies, circumstances, the CP's statement, and final recommendations.

6. How long does the investigation take?

Usually 30 days; in more complex cases, up to 60 days.

7. Is it possible to suspend the investigation?

Yes. The investigation may be suspended if the case is resolved through an agreement or another form of satisfactory resolution for the parties involved.

8. Can the CP refuse to deal with a complaint?

Yes, if the CP determines that the complaint falls within the competence of other faculty bodies or institutions. However, the CP will help the complainant identify the appropriate authority to address the complaint. If the complaint indicates potential criminal conduct, the CP will recommend that the complainant contact the relevant law enforcement authorities directly.

9. Who receives the CP's final statement and recommendations?

In accordance with applicable standards and procedures, the CP's final written statement is provided to all parties involved, as well as to the Dean and the relevant Vice-Deans of the Third Faculty of Medicine—most often the Vice-Dean for Undergraduate Education and Student Affairs and the Vice-Dean for Equal Opportunities and Sustainability. All recipients receive the same written document. If international students or employees are involved, they will receive the same text in English.

10. Can the CP impose sanctions directly?

No. The CP does not determine guilt or impose penalties; the CP's statement serves only as a recommendation.

11. Are the CP's statements binding?

No. The CP's statements are advisory in nature.

12. What are examples of inappropriate behaviour?

Examples of inappropriate behaviour include unequal treatment, sexual harassment, stalking, intimidation, bullying, coercion etc.

13. What regulations guide the CP's work?

The CP follows the *Rector's Directive*, the *Dean's Directive*, and the *Methodology for Investigating Complaints of Inappropriate Behaviour* issued by the Charles University Ombudsperson.

14. Can the CP refer a complaint to the Charles University Ombudsperson?

Yes. If the CP finds out that he/she would be in a direct conflict of interest when handling the case, the complaint will be referred to the Charles University Ombudsperson.

15. Is it possible to submit a complaint directly to the Charles University Ombudsperson?

Yes. The Ombudsperson will decide whether to handle the case herself or return it to the CP for investigation.