



YOU CAN COMPLAIN, If you are not satisfied with our service.

Your complaint can be related to any problems, for example: employee gave you wrong advice, employee wasn't be polite, employee spoke incomprehensible, employee did not give you enough time...

Complaint can be written or told by anyone in the office. If you want the complaint may be pass by someone close to you.

Written complain you can:

- send by post (address: 17. listopadu 216, 530 02 Pardubice),
- put in to mail box in ground floor (post box – Most pro o.p.s.) or into post box near the office door in second floor.

Describe us for what or who you are complaining and when the event happened. Write your name and address. If you wouldn't like write your address and name, your complaint can be anonymous.

Complain can be in these language: Czech, English, Bulgarian, Vietnamese, Mongolian, Russian, Ukrainian and Polish. If you bring an interpreter, you can file a complaint in another language. The worker tell you who will be solving the complaint and how we will submit comments on it. Deadline for comment is 14 days.

If your complaint is anonymous, after 14 days the comments will be hang out on notice board for the duration of 14 days.

If you still don't know how to complain, ask our staff. He/She like to help you. Submitting a complaint will not endanger you, you can continue to use the service.