



COUNSELING OFFICE FOR FOREIGNERS

We provide free advice, escorts and assistance at offices, doctors, schools, employers, apartment landlords, etc.

Consulting is free for you, the organization's activities are financed by public funding and sponsorships.

We will advise you on securing

- documents for residence in the Czech Republic
- employment, or solving problems with the employer
- housing
- health care and health insurance
- education

We will support you

- in communication with the authorities
- when dealing with everyday situations
- when dealing with financial difficulties

We do not provide

- commercial services, e.g. tax, investment
- the services of professional advisors, such as clinical psychologists and family counselors
- services of real estate agencies, personnel agencies
- lawyer services, court interpretation or notary services

WHAT TO EXPECT WITH US

We will be happy to help you solve your situation. We will listen to you and together we will agree on how to proceed. We will give you the necessary information, we will help you with the steps that need to be taken. We will always leave the decision on how we will solve your situation up to you. We will guide you so that you can do as many activities as possible yourself.

If you wish, we will conclude a **written agreement** with you on the provision of the service. If you do not ask, we will agree with you verbally.

The worker always writes **records** of cooperation with you. We need them to help you solve your situation as best and as quickly as possible. At any time, you can ask a worker to view the records about you, after two years we delete the records completely.

If you do not want the worker to record your name, the records will be **anonymous**.

If a personal meeting does not suit you, you can call us or send us an e-mail.

You can **terminate** the service at any time without giving reasons, but you can contact us again later.

WE GUARANTEE

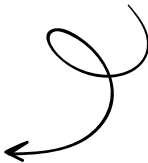
- **Equal approach to everyone.** We treat every person equally, regardless of country of origin, ethnicity, economic situation, religious and political beliefs, etc.
- **Protection of personal data.** We will definitely not pass on your information to anyone else. However, we have a legal duty - if you tell us you are planning or have committed a serious crime, we must tell the police.
- **Free of charge.** The service is provided free of charge, including interpretation.
- **Professionalism.** All workers have the necessary education and qualifications.
- **Individual approach.** We always take into account the specific circumstances of your situation.
- **Free decision and taking action.** The worker does not decide on a solution to your situation, he will only suggest ways to solve it.

- **The right to file a complaint.** If you are not satisfied with the service provided, you can make a complaint, verbally or in writing.
- **The possibility to request another worker.** If you are not satisfied with the worker who works with you, you can request another one.
- **Dignified treatment and a discreet environment.** The meeting takes place in a separate room with only an employee of the counseling center and possibly an interpreter.

WE EXPECT FROM YOU

- fulfillment of agreed tasks
- respecting the opening hours of the counseling office
- compliance with agreed meeting times
- decent behavior towards all our workers

You can find more information about the service, such as its mission, goals and principles, at mostpro.cz/english or ask our staff.



CONTACTS

WEBSITE: www.mostpro.cz
E-MAIL: info@mostpro.cz
TELEPHONE: 467 771 170
ADDRESS: 17. listopadu 216, Pardubice

Mgr. Kateřina Kotrlá 773 223 453
Bc. Kateřina Hudáková 774 412 173

Interpreters

English 774 412 173
Bulgarian 774 453 195
Mongolian 739 423 778, 604 270 098
Romanian 725 936 654
Russian 773 546 329
Ukrainian 725 936 571
Vietnamese 608 663 251

OPENING HOURS

	9:00–17:00
MO	☎ only with appointments
TU	☎ only with appointments
WE	☎ only with appointments
TH	X closed
FR	☎ only with appointments



www.mostpro.cz

EXPRESSION OF INITIATIVE FOR CHANGE, PRAISE, COMPLAINT

We are happy for every comment you give us about our work and the activities of the organization. If you are not satisfied with our service, YOU CAN COMPLAIN.

Your complaint can be about any problem, for example that the worker gave you bad advice, did not treat you politely, did not give you enough time or spoke in an unintelligible manner.

You can submit a complaint in writing by post (address: 17. November 216, 530 02 Pardubice), or put it in the mailbox on the ground floor of the building (the mailbox is marked with the name of the organization Most pro o.p.s.), or in the mailbox by the door on the 2nd floor. You can also send a complaint by e-mail to the address info@mostpro.cz, call one of the above numbers or tell any of the employees present in the office in person. If you want, someone close to you can file a complaint on your behalf.

Describe what or who you are complaining about and when the incident happened. Also enter your name and address. If you do not want to give your name and address, you can complain anonymously. You can file a complaint in Czech, English, Bulgarian, Vietnamese, Mongolian, Romanian, Russian and Ukrainian. If you bring an interpreter with you, you can file a complaint in another language.

The worker will tell you who will handle the complaint and how we will give you a statement on the complaint. The deadline for comments is 30 days. The statement on the anonymous complaint will be posted after the 30-day period has expired on the bulletin board in the organization's corridor for at least another 14 days.

If you are unsure about making a complaint to the council, ask one of our staff. He will be happy to help you. Filing a complaint will not endanger you in any way, you can continue to use the service.