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# Submitting a complaint

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## Who May Submit a Complaint

A complaint may be submitted by:

- the person or persons directly affected by the matter,
- a representative of the person(s) concerned,
- a witness to situations that may fall within the Ombudsman's remit.

Complaints may be submitted anonymously. However, please ensure that it will be possible to contact you. We therefore recommend providing an email address, telephone number, or other contact details.

## Recommended Content of a Complaint

- identification of the complainant – either specific (e.g. Jana Nováková) or general (e.g. a student of Faculty XY),
- contact details of the complainant,
- subject of the complaint, including:
  - a description of the situation you are bringing to the Ombudsman, the development of the situation, the persons involved (in general terms) and the relevant organizational units, steps taken so far and their outcome,
- what you consider to be the best possible resolution of the situation – your expectations and interests.

## How to Submit a Complaint

You may submit your complaint in one of the following ways:

- by email at: [ombudsman@kam.cuni.cz](mailto:ombudsman@kam.cuni.cz)
- in person, through a consultation arranged with the Ombudswoman
- by post to the physical address – more information available [here](#)