

COMPLAINTS AND APPEALS

Occasionally, something is wrong and we would like to help you in dealing with such situations quickly and efficiently. It is essential to contact us as soon as possible. Most problems can be solved directly.

If you want to make a complaint or appeal, you are on the right page. You can find useful information here.

I AM AN EMPLOYEE OF JHIPC

Our employees are obliged to follow the rules of RD-01 of the Organizational Rules, i.e. in case of complaints and appeals to contact their nearest superior. If you are not satisfied with the complaint, always proceed one level up.

Sometimes, you might be not sure whether your immediate superior can help you or the conflict involves the superior themselves. In that case, you can use the advice of several people who can help you:

Scientific Ombudsman

In December 2019, JHIPC established the Scientific Ombudsman position. You can choose between a man and a woman. More information can be found [here](#).

The Scientific Ombudsman acts as a mediator in the field of scientific integrity, including specific cases of conflict in the scientific field.

The main mission of the Scientific Ombudsman is the confidential mediation of the correction of misunderstandings concerning, in particular, the so-called remediable misconduct, i.e. practices which are not in accordance with good scientific practices but it is still possible to correct them. These are mainly issues concerning authorship, discrepancies in data use, conflicts leading to poor mentoring of supervisor and PhD students.

Please, contact the selected ombudsman either in person or via email.

Committee for scientific work ethics

If the conflict is based on content controversy kindly contact the Committee for Scientific Work Ethics. This committee deals with irreparable cases of bad scientific practices such as data plagiarism, falsification and fabrication.

Chair of the Trade Union

If you are resolving an employment dispute, contact the chair of the trade union.

Vice-director for Education

The Deputy Director for Education is also a student mentor and acts as a counselor in the field of education.

I AM NOT AN EMPLOYEE OF JHIPC

If you are not an employee of JHIPC and you would like to tell us your suggestion, praise, complaint or appeal, write your application and send it using this [form](#) or contact us via email complaints@jh-inst.cas.cz.

Complaints are received and registered in the Secretariat of the Director of JHIPC in written or electronic form and are investigated in accordance with Act No. 500/2004 Coll., § 175 (Complaints).

The complaint must be settled within 60 days from the date of its delivery to the administrative body responsible for its settlement. The complainant must be notified of the settlement of the complaint within 60 days. The set time limit may be exceeded only if the documents necessary for the settlement of the complaint cannot be provided during 60 days period.

The complaint must include:

1. Regarding – complaint or appeal
2. Name, surname, address
3. Indication of the part of JHIPC or the person concerned
4. Indication of the matter concerned
5. Attached supporting documents (if any)
6. Date and signature

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