

COMPLAINT-HANDLING RULES

1. These Complaint-Handling Rules apply to raising complaints arising solely when hotel/hostel accommodation is provided, meals including sale of food products and beverages are provided and catering services are provided at the premises of Service Facilities Administration CTU in Prague (hereinafter “SFA”).
2. Should the relevant performance/services have any defects or inadequacies, a complaint may be raised:
 - a. in the case of hotel/hostel accommodation, the complaint shall be presented to the head of the premises in which the accommodation was provided; where said head is not present, the complaint shall be presented to the bursar or another person; complaints shall not be accepted outside office hours,
 - b. it is possible to raise a complaint at the Central Reception of Strahov Dormitory from 7 a.m. to 7 p.m. for seven days a week for accommodation provided at the Strahov Dormitory (hotel/hostel accommodation),
 - c. it is possible to raise a complaint for accommodation provided at Masaryk Dormitory or Novoměstský Hotel at the reception of each of said premises, and namely 24 hours a day,
 - d. it is possible to raise a complaint at the reception of Sinkule Dormitory from 7a.m. to 7p.m. for 7 days a week for accommodation provided at Sinkule Dormitory (hotel/ hostel accommodation),
 - e. in the case of eating/gastro services, complaints shall be raised solely at the place where the service was provided and shall be presented to the head of the premises, where said head is not present, to his/her representative at the office hours of the premises,
 - f. in the case of catering services, complaints shall be presented to the contact person dealing with the complaining person, and
 - g. complaints may also be raised electronically at the filing room of SFA at the e-mail address podatelna-suz@cvut.cz ; the complaint shall be provided to responsible persons during the office hours of the filing room.
3. The person responsible for handling the complaint is the head of the premises. If he/she is not present, the complaint shall be handled by his/her appointed representative.
4. Defects must be complained without undue delay after they are discovered, defects of food or beverages (products that may quickly be spoiled) must be complained immediately.
5. The complaining person shall have the right to prepare a complaint-handling protocol, which shall include the name, surname, address, contact data, data on the service/performance provided, specification of the defect, required option of solution, date and signature or other data relating to the complained defect. The defect must be duly specified or the claimed facts must be documented (e.g. the defective meal must be presented, photo documentation of a complained room must be provided, etc.).
6. Handling with personal data provided shall be governed by Article 13 of the REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 (General Data Protection Regulation) available at suz.cvut.cz/cz/gdpr.
7. The complaining person shall be obliged to document upon request that the service/performance was provided to him/her by SFA.
8. The complaining person may request defect removal (e.g. by providing new performance/product or a part thereof, by repairing the product or a part thereof, etc.) or may request a reasonable discount on the price. If the service seller/provider fails to remove the defect on time or if it rejects to remove such defect or if he/she cannot remove it, the complaining person may request a reasonable discount on the price or to rescind the agreement. If the defect significantly breaches the agreement or if it appears repeatedly or if more than one defect exists, the complaining person shall be entitled to receive a reasonable discount on the price or to rescind the agreement.
9. The complaint must be settled within 30 calendar days following the day when the complaint was raised.
10. The complaining person shall have the right to be informed within the same deadline in writing of the manner in which the complaint was settled.