



Filing and Handling Job Applicants Complaints

An applicant interested in employment at the University of South Bohemia in České Budějovice (hereinafter USB) is eligible to file a complaint about the course of the specific selection procedure they underwent (hereinafter Complainant).

When is a Complaint Eligible?

If a job applicant feels that a selection procedure at USB was carried out inappropriately, they are entitled to file a complaint regarding the processing of the selection procedure. A complaint can be filed by an individual who is convinced that their rights have been affected (not a group of citizens). A complaint can only be submitted in writing or electronically with an official electronic signature, within 5 working days from the date of delivery of the results of the selection procedure.

What should a Complaint Contain?

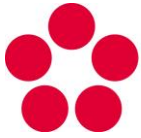
The essential information which must be included in the Complaint:

1. Who is filing the complaint (a complaint cannot be filed anonymously):
 - a) name, surname,
 - b) contact details (place of residence or delivery contact address, e-mail, telephone).
2. Subject of the complaint:
 - a) designation of the constituent part of the USB the complaint is against – the constituent part or its organizational unit against whose procedure the Complainant wishes to raise a complaint,
 - b) information on the selection procedure concerned (job title the procedure was for, date of the selection procedure),
 - c) matter of the complaint (a brief description of the relevant circumstances, how - in the Complainant's view – the USB erred).
3. What the Complainant would like to achieve by the complaint (e.g. issuing, amending, or revoking a decision made in the selection procedure, or what the Complainant would consider as an ideal solution to the complaint).
4. A list of attachments of the complaint (copies).
5. Date and signature of the Complainant.

How to File a Complaint?

1. A complaint must be submitted in writing, either in paper form with a handwritten signature, or in an electronic form with an official electronic signature (by e-mail sent to the address epodatelna@jcu.cz or as a data repository message sent to the USB JU data repository: vu8j9dv), within 5 working days from the date of delivery of the selection procedure results. A paper form complaint can be also sent to the Personnel Department of the relevant USB constituent unit where the selection procedure took





place. The complaint can also be delivered in person during working days to the USB main reception or to the reception of an individual constituent unit.

2. Should a complaint lack essential information which prevents its successful settlement, the recipient of the complaint shall invite the Complainant to submit the missing information within a reasonable time. At the same time, the Complainant is informed that their complaint will be considered anonymous if they do not provide the essential information.
3. The complaint shall be submitted in Czech language or in the language in which the selection procedure was carried out.
4. Deadline for processing complaints is 30 days from the date of delivery of the complaint, provided the complaint meets all the requirements defined in this document. Within this period, the Complainant will be notified of the outcome. If the complaint cannot be settled due to its complexity within this set deadline, the relevant Dean, Director of the USB constituent unit or the Rector of the university can extend the deadline up to 60 days. The Complainant shall be notified in writing of such deadline extension and its reasons within 30 days of the complaint being filed.

How is a Complaint Processed?

1. All points of a complaint must be objectively investigated, and the findings documented.
2. The reply to the Complainant shall state whether the complaint as a whole or its individual parts were justified, justified in part or unfounded. The reply must also state what facts, legal regulations, or internal regulations the USB has based its decision on.
3. For complaints which are justified or justified in part, action must be taken to eliminate identified deficiencies/provide remedies. Such measures are implemented by the relevant managerial employee. In doubtful cases and in cases where the adoption of measures exceeds the scope of the managerial employee's responsibilities, the immediate superior, the Dean, or the Rector of USB will issue a decision. The complaint is considered settled on the day when the decision statement is submitted for delivery.
4. Complaints found to be unfounded may not be re-submitted.

Final Provisions

Handling of Complainant's personal data and data of other persons involved in the complaint is governed by the relevant legal regulations, Guidance on Processing of Personal Data of Job Applicants and Declaration of the University of South Bohemia in České Budějovice on the Rules for Protection and Personal Data Processing (<https://www.jcu.cz/ochrana-osobnich-udaju>)

