

COMPLAINTS AND SUGGESTIONS PROCEDURE

This document is a guideline for making complaints and suggestions of various kinds. These are, in particular, issues related to research ethics, violations of conflict of interest or inappropriate workplace behaviour and communication, which are subject to [Directive SM-36 Code of Ethical Conduct of the J. Heyrovský Institute of Physical Chemistry of the CAS.](#)

This document is intended for:

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| EMPLOYEES OF HIPC | 1 |
| PEOPLE OUTSIDE OF HIPC..... | 6 |

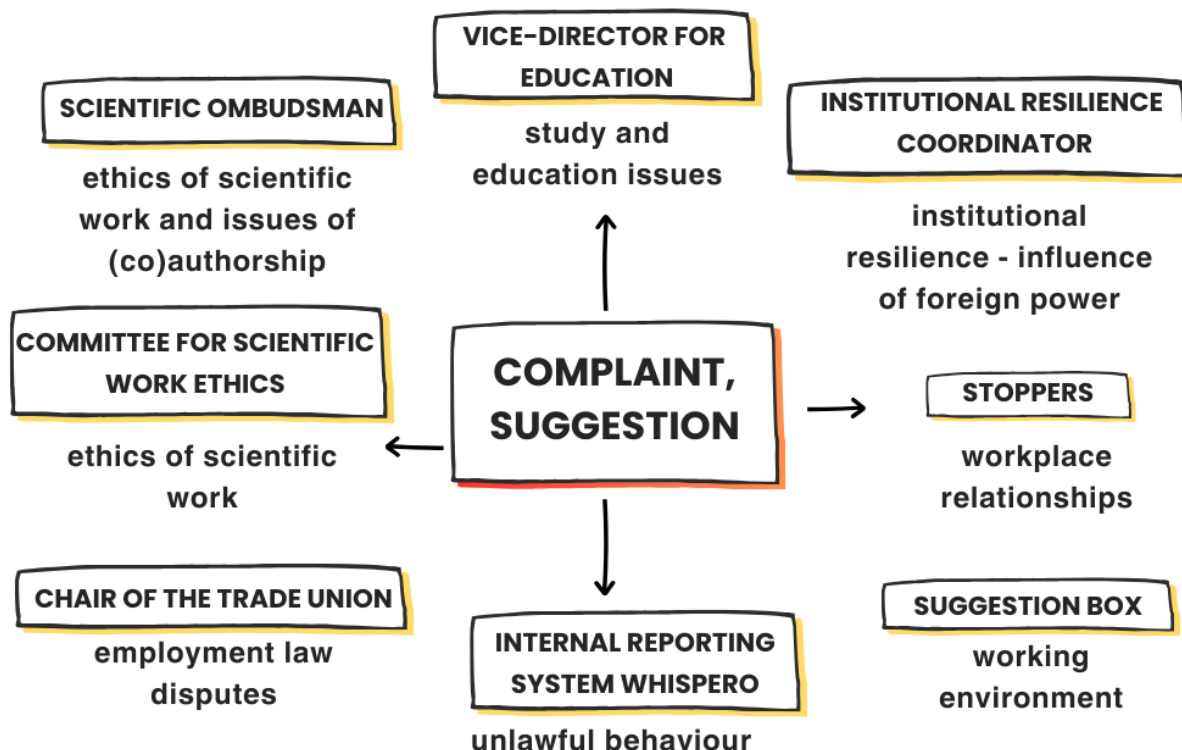
I AM AN EMPLOYEE OF HIPC

In the case of complaints and suggestions, HIPC employees are obliged to follow the rules [RD-01 Organisational Rules](#) (article 9.1¹) and follow the [Directive-36 Code of Ethical Conduct of HIPC](#) to contact their immediate superior or to proceed one level higher in each case.

Are you unsure whether your direct supervisor can help you or if the conflict concerns the supervisor him/herself? In this case, you may find additional expert advice in the following chapters. We recommend that you resolve the issue (regardless of its nature) with the first trusted person on the list of contacts in this document who can advise you or direct you to specific places and people to contact.

¹ Conflicts regarding competences between individual departments are resolved through mutual agreement by their managers. In the event that no agreement is reached, the matter is decided by the nearest superior authority or the director.

COMPLAINTS AND SUGGESTIONS PROCEDURE



If you contact the wrong authority, you will be listened to and, with your consent, redirected to another (more appropriate) person to deal with your complaint.

Scientific Ombudsman

The Scientific Ombudsman deals with complaints concerning **misconduct or breaches of GSP (good scientific practice) rules**. He or she acts as a mediator in the field of scientific integrity, including specific cases of conflict in the scientific field. The main role of the Scientific Ombudsman is to provide confidential mediation to resolve misunderstandings, particularly those concerning remediable misconduct, practices that are not in accordance with GSP but can still be corrected. These primarily involve issues of authorship, conflicts regarding the use of data, and conflicts resulting from poor mentoring of MA and PhD students.

The Scientific Ombudsman is also a member of the [Committee for Scientific Work Ethics](#).

To contact the Ombudsman, use email or personal contact; you can choose to communicate with a man or a woman.

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| Ing. Matěj Velický, Ph.D. | +420 26605 3755 | matej.velicky@jh-inst.cas.cz |
| Mgr. Kseniya Dryahina, Ph.D. | +420 26605 3514, 3239, 2112 | kseniya.dryahina@jh-inst.cas.cz |

Full information about the position of [Scientific Ombudsman](#).

Committee for Scientific Work Ethics

For complaints based on **controversy regarding the content of a scientific work**, contact the Committee for Scientific Work Ethics. This committee resolves irremediable cases of bad scientific practice (BSP), such as plagiarism, falsification and fabrication of data.

Documents related to this issue are:

[Code of Ethics of Employees of Scientific Departments](#)

[Rules of Procedure of the Committee for Scientific Work Ethics of the J. Heyrovský Institute of Physical Chemistry of the CAS](#)

To contact the Committee for Scientific Work Ethics, please use email or personal contact.

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|---|-----------------------------|---------------------------------|
| Mgr. Kseniya Dryahina, Ph.D. - chairperson | +420 26605 3514, 3239, 2112 | kseniya.dryahina@jh-inst.cas.cz |
| Mgr. Roman Čurík, Ph.D. - vice-chairman | +420 26605 3665 | roman.curik@jh-inst.cas.cz |

[A full list of all members of the committee.](#)

Institutional Resilience Coordinator

The Institutional Resilience Coordinator receives reports from employees on **foreign influence power** attempts or violations of international control and sanctions, provides advice and assesses risks in the workplace and with external partners.

The issue of foreign power influence is regulated by [Directive SM-35 Increasing Institutional Resilience](#).

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| Ing. Jiří Trnka | +420 266 052 007, 739 354 462 | jiri.trnka@jh-inst.cas.cz |
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Stoppers

The Stoppers (System of permanent protection and prevention to eliminate the risks of violence in the workplace) are trained experts in conflict resolution based on **inappropriate behaviour** such as bullying or harassment, mobbing or conflicts related to **interpersonal relationships and communication**.

To contact stoppers, please use a common email or personal contact.

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|-----------------------------------|--------------------------|
| doc. Mgr. Edyta Anna Tabor, Ph.D. | no.mobing@jh-inst.cas.cz |
| Mgr. Kseniya Dryahina, Ph.D. | |
| BcA. Dominika Patrovská | |

Chair of the Trade Unions

If you need to resolve a **labour law issue**, you can contact the chairperson of the Trade Union. See the [Collective Agreement](#) for more information.

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| Dr. Ing. Kateřina Minhová-Macounová | +420 26605 3746, 3725 | katerina.minhova@jh-inst.cas.cz |
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Vice-director for Education

The Vice-director for Education is also a **mentor to students** and acts as an **academic and educational advisor**. More information can be found in the [Organisational Rules](#).

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| doc. Mgr. Michal Fárník, Ph.D., DSc. | +420 26605 3206 | michal.farnik@jh-inst.cas.cz |
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Suggestion Box

The box serves to provide your **feedback and recommendations on the work environment, culture and working conditions**. The box is not intended for suggestions concerning the ethics of scientific work and employment law conflicts. Suggestions and inquiries can be posted anonymously or by name; this allows us to respond individually to your suggestions. Selected

inquiries and responses of general interest and importance are published in the "News from the Institute".

The box is located in the lobby and is checked weekly. The person responsible for handling your inquiries is:

Ing. Zuzana Musilová, Ph.D.

zuzana.musilova@jh-inst.cas.cz

Internal Reporting System

In connection with the entry into force of [Act No. 171/2023](#) Coll. (on the protection of whistleblowers), HIPC provides an internal whistleblowing system through which it is possible to report possible **illegal acts** (such as a violation of a legal regulation, suspicion of committing a crime, etc.) in the areas listed in the Act, which you encounter in the course of your activities at HIPC.

The reporting person can be a person who is or has been in an employment relationship with the HIPC, or an applicant for such employment or a person who performs or has performed as a volunteer, professional practice or internship at HIPC. In accordance with the Act, the acceptance of reports from persons other than those mentioned above is refused.

Reports can be submitted in several ways, through the secure electronic reporting application Whispero, by email, by phone, in writing to HIPC address, or in person. The person responsible for the internal reporting system is:

Mgr. Pavel Bělohávek

271379496@whispero.eu

Ing. Zuzana Musilová, Ph.D.

+420 239 050 505 + kód 271379496#

Electronic Notification Application

Whispero

Correspondence Address

J. Heyrovský Institute of Physical Chemistry of the CAS, v. v. i.
Dolejškova 2155/3, 182 23 Prague 8 - Libeň
with the note on the envelope: DO NOT OPEN
271379496

The reporting system Whispero is protected and provides anonymity to the reporting person; his/her identity is known only to the authorised persons investigating the case.

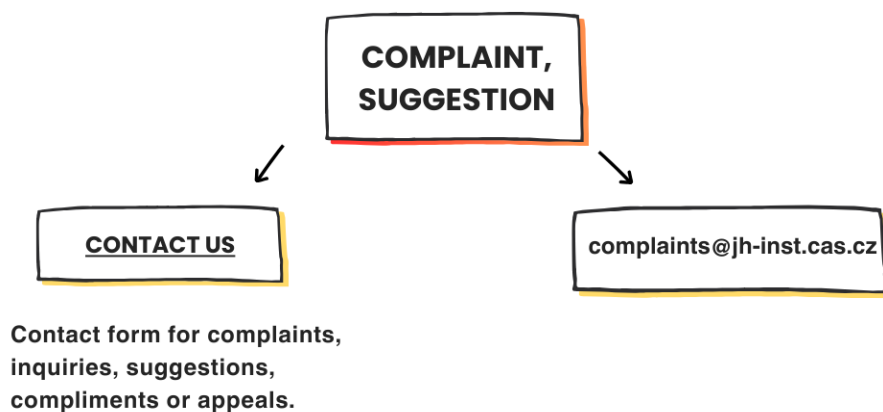
Information on how to report via Whispero and [access to the reporting application](#).

[SM-34 Whistleblower Protection - Internal Reporting System](#).

I AM NOT AN EMPLOYEE OF HIPC

For people outside HIPC, there is a contact for complaints, questions, and suggestions. The contact can be accessed from the website - [Contact us](#).

COMPLAINTS AND SUGGESTIONS PROCEDURE for the public



Complaints and other suggestions are received and documented in the HIPC secretariat of the director in written or electronic form.

The complaint must be resolved within 60 days from the date of delivery. The complainant must be notified in writing within this period. The time-limit may be exceeded only if the documents necessary for the resolution of the complaint cannot be provided within that period.

The complaint or other suggestion must include:

1. Subject – complaint or suggestion
2. Full name, address
3. Identification of the department or person concerned (if known)
4. Identification of the matter to which the complaint relates
5. Attached supporting documents (if any)
6. Date and signature

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| Electronic form | Contact us |
| Email | complaints@jh-inst.cas.cz |

Date of last update: 18/07/2024.

