

## APPENDIX XI: COMPLAINTS

### General Provisions

The Complaints Rules have been drawn up pursuant to Act No. 89/2012 Coll. (Civil Code) and Act No. 634/1992 Coll. (Consumer Protection Act), as amended. Patrons must familiarize themselves with the Conditions of Use, the Complaints Rules, and the Services and Fees Pricelist before actually ordering services from the Library.

Complaints must be made without undue delay after the Patron discovers the reason(s) for such complaint. If a Patron is not satisfied with how a complaint has been dealt with, they may request a review within 30 days from the date of delivery of NTK decision. NTK will review the decision within 15 days from receipt of a Patron request, and will inform them in writing of the result of this review.

A Patron must collect the notification of the complaint and other materials they submitted in relation to the complaint no later than one month after the notification of the result of the complaints procedure. If they do not do so, the file will be shredded without entitlement to compensation.

### Complaints Procedure

In accordance with the Complaints Rules, complaints may be made regarding the following services provided in the Library:

- function of a self-service print/scan/copy machines (1.1)
- printing or copying tasks (1.2)
- lease payments (2.1)
- short-term leases of leasable Study Rooms (2.2)
- access to a Study Room (2.3)
- furnishings of a Study Room (2.4)
- balance on the Financial Account (3.)

### 1. Complaints Regarding Self-Service Reprographic Services

Self-service Reprographic Services (printing, scanning and copying) are provided through the self-service print/scan/copy machines located in the publicly accessible area of the library to Library Patrons who have at least the minimum balance on their Financial Account with the Library pursuant to the NTK Fees and Services Pricelist.

## 1.1 Complaints Regarding the Function of self-service print/scan/copy machines)

A Patron must report a problem with the operation of self-service print/scan/copy machines or a defect in them to the nearest library staff member. Defects will be rectified as soon as possible.

Defects that cannot be rectified on site will be addressed through a complaints procedure, which will be resolved within 15 calendar days.

Complaints may only be made on the day the problem occurred, and through the web form (after logging in, the Patron will find the form among the links available on their Patron Account). The following need to be attached to a complaint:

- filled [complaints form](#);
- problematic printed or copied pages;
- statement from their Financial Account on which the Patron has clearly indicated the subject of their complaint

## 1.2 Complaints Regarding Problematic Prints or Copies

A problematic print or copy is considered to be one where the problem arose through no fault of the Patron or their setting of the task (wrinkled or torn paper, lack of toner, obvious defects in the color registration, etc.) Complaints cannot be made about prints or copies where the problem is due to an error in the settings of the self-service print/scan/copy machines) or the task by an Library Patron.

Complaints may only be made on the day the problem occurred, and through the web form (after logging in, the Patron will find the form among the links available on their Patron Account).

The following need to be attached to a complaint:

- filled [complaints form](#);
- problematic printed or copied pages;
- statement from their Financial Account on which the Patron has clearly indicated the subject of their complaint.

NTK has up to 15 calendar days to settle each complaints procedure. The deadline for the resolution of a complaint will begin running on the day after the complaint is made by the Patron. This means that if the Patron makes a complaint e.g. on 1 June, NTK must evaluate it and complete the complaints procedure by 15 June.

The Patron will then be informed about the result of the complaints procedure via email at the address indicated on the complaints form.

If, as part of the complaints procedure, the fee for the printing/copying will be refunded to the Patron, the amount in question will be paid out in cash at the NTK Cash Office on the ground floor.

## 2. Complaints Regarding Short-Term Leases (at Discounted Prices)

### 2.1 Complaints Regarding Rent Payments

Any complaint regarding payments for the lease of Study Rooms must be made no later than 30 business days from the discovery of the incorrectly deducted amount via the web

form (after logging in, the Patron will find the form among the links available on their Patron Account).

The subject of the complaint is the difference in the price of the declared service on the order date pursuant to the valid [NTK Fees and Services Pricelist](#) and the actual amount deducted from the Financial Account.

The following need to be attached to a complaint:

- filled [complaints form](#);
- statement from their Financial Account on which the Patron has clearly indicated the subject of their complaint.

NTK has up to 15 calendar days to settle each complaints procedure. The deadline for the resolution of a complaint will begin running on the day after the complaint is made by the Patron. This means that if the Patron makes a complaint e.g. on June 1, NTK must evaluate it and complete the complaints procedure by June 15.

The Patron will then be informed about the result of the complaints procedure via email at the address indicated on the complaints form.

If, as part of the complaints procedure, the fee will be refunded to the Patron, the amount in question will be paid out in cash at the NTK Cash Office on the ground floor.

### 2.2 Short-Term Leases of Leasable Study Rooms

Short-term reservations of Team Study Rooms and individual carrels (No. 7) are provided to Library Patrons who also have the necessary balance (the cost of the lease) on their Financial Account pursuant to the [Service Differentiation Principles](#) (Patron Privileges) and the [NTK Fees and Services Pricelist](#). The subject of the complaint is the difference in the price of the declared service on the order date pursuant to the valid [NTK Fees and Services Pricelist](#) and the actual amount deducted from the Financial Account.

Complaints may only be made on the day the problem occurred, and through the web form (after logging in, the Patron will find the form among the links available on their Patron Account).

The following need to be attached to a complaint:

- filled [complaints form](#);
- statement from their Financial Account on which the Patron has clearly indicated the subject of their complaint.

NTK has up to 15 calendar days to settle each complaints procedure. The deadline for the resolution of a complaint will begin running on the day after the complaint is made by the Patron. This means that if the Patron makes a complaint e.g. on June 1, NTK must

evaluate it and complete the complaints procedure by June 15.

The Patron will then be informed about the result of the complaints procedure via email at the address indicated on the complaints form.

If, as part of the complaints procedure, the fee will be refunded to the Patron, the amount in question will be paid out in cash at the NTK Cash Office on the ground floor.

### **2.3 Complaints Regarding Access to a Study Room**

The Patron must report a problem with the key uploaded to their Patron Card to the nearest NTK staff member, who will arrange entry to the leased space.

The subject of the complaint in this case is the fact that the Patron was unable to use the service in full – the Patron could not enter the reserved Study Room.

Defects will be rectified as soon as possible.

Defects that cannot be rectified on site will be addressed through a complaints procedure, which will be resolved within 15 calendar days.

Complaints may only be made on the day the problem occurred, and through the web form (after logging in, the Patron will find the form among the links available on their Patron Account).

The following need to be attached to a complaint:

- filled complaints form;
- statement from their Financial Account on which the Patron has clearly indicated the subject of their complaint.

NTK has up to 15 calendar days to settle each complaints procedure. The deadline for the resolution of a complaint will begin running on the day after the complaint is made by the Patron. This means that if the Patron makes a complaint e.g. on June 1, NTK must evaluate it and complete the complaints procedure by June 15.

The Patron will then be informed about the result of the complaints procedure via email at the address indicated on the complaints form.

If, as part of the complaints procedure, the fee will be refunded to the Patron, the amount in question will be paid out in cash at the NTK Cash Office on the ground floor.

### **2.4 Complaints Regarding the Furnishings of a Study Room**

After entering a leased space, the Patron must check for any damage. If after entering the leased space the Patron finds that any furnishings or equipment is damaged or not functional, they must immediately inform the nearest NTK staff member. In the event of damage or theft the NTK staff member will consider contacting the NTK security service; they will call the police if there is suspicion of a burglary or another similar criminal offence.

The subject of the complaint in this case is the fact that the Patron in the reserved Study Room did not have available the standard furnishing and equipment of the Study Room.

Defects will be rectified as soon as possible.

Defects that cannot be rectified on site will be addressed through a complaints procedure, which will be resolved within 15 calendar days.

Complaints may only be made on the day the problem occurred, and through the web form (after logging in, the Patron will find the form among the links available on their Patron Account).

The following need to be attached to a complaint:

- filled [complaints form](#);
- statement from their Financial Account on which the Patron has clearly indicated the subject of their complaint.

NTK has up to 15 calendar days to settle each complaints procedure. The deadline for the resolution of a complaint will begin running on the day after the complaint is made by the Patron.

This means that if the Patron makes a complaint e.g. on June 1, NTK must evaluate it and complete the complaints procedure by June 15.

The Patron will then be informed about the result of the complaints procedure via email at the address indicated on the complaints form.

If, as part of the complaints procedure, the fee will be refunded to the Patron, the amount in question will be paid out in cash at the NTK Cash Office on the ground floor.

### **3. Complaints Regarding a Financial Account**

A Financial Account is automatically created during pre-registration or registration of a Patron and is only for the use of the relevant Patron.

Deposits onto the Financial Account are possible via the [NTK payment gateway](#), by transfer to the NTK account (20001-8032031/0710, constant symbol 0308, variable symbol 2222, specific symbol – the Patron's ID; the funds will be available on the following business day at 8:00 a.m.), or in cash (NTK Cash Desk on the ground floor).

#### **3.1 Complaints Regarding the Balance on the Financial Account**

The subject of the complaint in this case is the discovery of a discrepancy regarding the balance on the financial account.

Complaints may only be made on the day the problem occurred, and through the [web form](#) (after logging in, the Patron will find the form among the links available on their Patron Account).

The following need to be attached to a complaint:

- filled complaints form;
- statement from their Financial Account on which the Patron has clearly indicated the subject of their complaint;
- copy of a document that shows the deposit onto the financial account.

NTK has up to 15 calendar days to settle each complaints procedure. The deadline for the resolution of a complaint will begin running on the day after the complaint is made by

the Patron. This means that if the Patron makes a complaint e.g. on June 1, NTK must evaluate it and complete the complaints procedure by June 15.

The Patron will then be informed about the result of the complaints procedure via email at the address indicated on the complaints form.

If, as part of the complaints procedure, the fee will be refunded to the Patron, the amount in question will be paid out in cash at the NTK Cash Office on the ground floor.

In Prague, dated May 31, 2023  
NTK director  
Ing. **Martin Svoboda** m. p.