



MINISTRY OF HOME AFFAIRS



Client Charter

The client's charter aims to facilitate your access to administrative services and the quality of administrative services provided by structures of the Ministry of Interior.

The purpose of the Charter is to help you understand and protect your rights in an informed manner by familiarising yourself with the general rights, obligations and standards of administrative services.

≥ > STANDARDS FOR ADMINISTRATIVE SERVICES

In their work, the structures of the Ministry of Interior provide you with administrative services in application of the following mandatory standards in the operation of the Centre for Administrative Services (CAO):

1. a single name of the CAO;
2. ensuring adequate conditions and accessibility to and in the business premises where administrative services are carried out;
3. the presence of signposts for the location of the CAO and signposts in the CAO and/or in the business premises where the administrative services are carried out;
4. keeping up-to-date information on access to the office premises where administrative services are carried out;
5. providing free internet connection;
6. identification of staff carrying out administrative services;
7. identification of employees in the administration when making telephone calls;
8. customer service is provided by trained staff who comply with the specified rules of communication;
9. an accessible way of providing information on administrative services;
10. maintaining the 11st-hour Q & A system:
11. providing information and service in English;
12. compliance with a time limit for replying to requests of a general nature;
13. compliance with a certain waiting time for administrative services;
14. reduction in the number of office visits;
15. use of simple and easy to fill in templates and/or forms.

Z3ZZ> WAYS OF COMPLAINTS, PROPOSALS AND SIGNALS

In case of problems arising from the administrative service, you can submit a complaint, proposal or alert as follows:

1. on site, via the CAO;
2. by mail, to an address indicated in the client's charter, placed in the CAO and published on the website of the structure referred to in Article 37 of the Ministry of Interior Act providing administrative services;

3. by means of an e-mail box with an address indicated in the Client's Charter of the CAO and published on the website of the structure of Article 37 of the Zakopa for the Ministry of Home Affairs providing administrative services.

RIGHTS AND OBLIGATIONS OF THE CONSUMER

Your rights are:

1. to receive quality and competent service;
2. to get a polite and tolerant attitude;
3. to express dissatisfaction in the implementation of administrative service standards.

Your responsibilities are:

1. treat with respect and do not violate the dignity of employees;
2. be careful and kind to other users;
3. provide the necessary information in a timely manner in full.

> > INFORMATION ABOUT YOUR SATISFACTION

Every year by 1 April in the section "Administrative Services" on the website of the Ministry of Interior you will find an annual User Satisfaction Assessment Report, which includes:

- the information received and analysed from your feedback and the results of your satisfaction measurement;
- the actions we have taken to improve the quality of service.

The heads of structures referred to in Article 37 of the Ministry of the Interior Act, who provide administrative services, approve an annex to the client's Charter, which is consistent with the specific nature of the structure.

The Annex specifies:

- own standards for administrative services, in accordance with Article 20(2) and (11) of the 11st administrative service, as well as specific information (for example: addresses and contacts of the CAO; accessibility by public transport; contacts for reporting, suggestions and complaints; an official who can contact users in the event of a problem when requesting a service at the CAO; address and telephone number, etc.);
- structure-specific data related to the application of common quality standards for administrative services (if necessary).