

APPENDIX 11: COMPLAINTS

11.1 General Provisions

Patrons must be aware of the [Conditions of Use the Integrated Library](#), this Appendix, and [Appendix 1: Fees and Services Pricelist](#) before using a Library service.

Complaints must be made without undue delay after a Patron discovers the reason(s) for such a 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 the Library's decision. The Library will review a decision within 15 days after receiving a Patron's complaint and will inform the Patron in written form about the result of this review.

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

11.2 Complaints Procedure

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

- [Function of self-service print/scan/copy machines](#)
- [Printing or copying tasks](#)
- [Rental payments](#)
- [Short-term rentals of rentable spaces](#)
- [Access to a rentable space](#)
- [Furnishings in a rentable space](#)
- [Balance on a Patron's Financial Account](#)
- [Polytechnic Workshop Services](#), hereinafter [PW](#)

Complaint procedures and complaint forms can be found on the [Complaints](#) webpage.

In Prague, dated October 22, 2024
NTK Director
Ing. **Martin Svoboda** m. p.