

# ANNEX V: INTEGRATED LIBRARY COMPLAINT RULES

## General Provisions

The NTK Complaint Rules were prepared according to the applicable Act No. 40/1964 Coll. (the Civil Code), Act No. 634/1992 Coll. (on Consumer Protection), and Act No. 513/1991 Coll. (the Commercial Code), as amended.

The Customer is obliged to acquaint him/herself with the Library Rules, Complaint Rules and Pricelist of Fees and Services before ordering any service from the Integrated Library.

Any complaint has to be filed without undue delay after the Customer experiences grounds for a complaint. If the Customer is not satisfied with the manner of the complaint settlement, he/she may file a request for review within 30 days as of delivery of NTK's decision. NTK shall carry out the review within 30 days as of receiving the Customer's request and it shall inform the Customer of the result thereof in writing.

The Customer is obliged to accept the notice of complaint and other materials he/she submitted with his/her complaint no later than within one month after the moment when the Library responded to the complaint. Should he/she fail to do so, the file will be discarded without compensation.

Reprographic services are provided from materials contained in the NTK and ICT collections and from library materials obtained via the Interlibrary Loan Service, exclusively for personal needs of the Customer and in accordance with Copyright Act provisions.

## Complaint Procedure

According to the NTK Complaint Rules, the following services provided by the Integrated Library may be subject to a complaint:

- Complaint concerning functioning of MFDs (1.1.)
- Complaint concerning incorrectly printed or copied jobs (2.1.)
- Complaint concerning payments of rent (2.2.)
- Short-term rentals of reading rooms/carrels (2.2.1.)
- Complaints concerning access to reading rooms/carrels (2.2.2.)
- Complaints concerning equipment in reading rooms/carrels (2.2.3.)
- Complaints concerning amount of total balance in FAs (3.1.)

### 1. Complaints Related to Self-Service Reprographic Services

Self-service reprographic services (printing and copying) via self-service multi-function devices ("MFD") situated at the NTK public accessible area are provided to Integrated Library Customers who have a minimum balance, as set in the Pricelist of Fees and Services (see Annex I) deposited on their financial account opened with the Integrated Library (hereinafter referred to as "FA").

#### 1.1. Complaints Related to Functioning of MFDs

The Customer reports problems with operation of MFDs or non-functioning MFDs to the nearest Library employee on duty. If possible, defects will be remedied immediately.

Defects that cannot be remedied immediately will be handed over for a complaint procedure that will be settled within a maximum of 30 calendar days.

A complaint may be filed only on the day when the defect occurs, namely at the Information Desk on the 1<sup>st</sup> Floor of NTK. The following has to be enclosed with the complaint:

- Filled-out complaint form
- Incorrectly printed or copied pages
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

### **2.1. Complaints Related to Incorrectly Printed or Copied Tasks**

- “Incorrect printing/copying” means that the print/copy defects occurred without the Customer’s ability to intervene or beyond his/her possible job settings (i.e., wrinkled or torn paper, lack of toner, obvious defects of colour register, etc.). However, the Integrated Library Customer cannot file a complaint if errors occurred if the Customer used incorrect MFD settings.
- A complaint concerning a printing/copying job which the Customer considers unsatisfactory may be filed only on the day when the defect occurs, namely at the Information Desk on the 1<sup>st</sup> Floor of NTK.

The following has to be enclosed with the complaint:

- Filled-out complaint form
- Incorrectly printed or copied pages
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty-day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge for printing/copying is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the NTK Building Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### **2.2. Complaints Related to Payments of Rent**

Possible complaints related to payments for rentals of reading rooms/study rooms may be filed at the Information Desk on the NTK 1<sup>st</sup> Floor no later than within 30 working days after detecting an incorrectly deducted amount.

The subject of the complaint is the difference between the price of the declared service on the date of its ordering according to the Pricelist of Fees and Services (see Annex I) and actual transfers on the Customer’s FA.

The following has to be enclosed to the complaint:

- Filled-out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty-day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge for printing/copying is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### **2.2.1. Short-Term Rentals of Reading Rooms/Carrels**

Short-term reservations of teamwork rooms, audio-visual and individual carrels (No. 7) are provided to Integrated Library Customers who have the necessary amount (i.e., price of the rental) as set in the Pricelist of Fees and Services (see Annex I) available on their FA. Under the Principles of Differentiation (see Annex II), some registered Customers have the right to use individual carrels.

The subject of the complaint is the difference between the price of the declared service on the date of its ordering according to the Pricelist of Fees and Services (see Annex I) and actual transfers on the Customer's FA.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### **2.2.2. Complaint Related to Access to a Reading Room/Carrel**

The Customer will report any problem about the inability to open a rented reading room/carrel to the nearest NTK employee on duty. The subject of the complaint is the fact that the Customer was not allowed to use the service fully because the Customer was not able to enter the premises of a reserved reading room/carrel.

Defects will be remedied immediately if possible.

Defects that may not be remedied immediately will be handed over for complaint procedure that will be settled within 30 calendar days.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

### 2.2.3. Complaint Concerning Equipment of a Reading Room/Carrel

According to the Library Rules, Part V, Section 1.4., the Customer is obliged to check upon entering the rented premises if the premises for damage. If the Customer discovers after entering the rented premises that the premises are not equipped with additionally-ordered equipment or that the equipment has been damaged or is not functioning, he/she will immediately report these facts to the nearest NTK employee on duty. In case of damage or theft, the NTK employee considers contacting the NTK security guard or possibly directly the Police of the CR, namely in the event of a suspected burglary or similar crime.

The subject of the complaint is the fact that in the reserved reading room/carrel, the standard or additionally-ordered equipment of the reading room/carrel was not available to the Customer.

Defects will be remedied immediately if possible.

Defects that may not be remedied immediately will be handed over for complaint procedure that will be settled within the maximum 30 calendar days.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

**If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.**

### 3. FA Complaints

A FA may be used only by an Integrated Library Customer. The FA is opened for the Customer automatically upon his/her pre-registration or final registration. The Customer may replenish his/her FA in cash at the NTK Building Cash Desk. A cash withdrawal from the FA or cancellation of the FA is possible only at the NTK Building Cash Desk.

### 3.1. Complaints Related to Amount of Total FA Balance

The subject of the complaint is an ascertained discrepancy in the amount of the Customers's total FA balance.

The following has to be enclosed to the complaint:

- Filled out complaint form
- Statement of FA where the Customer highlights the incorrect item(s), i.e., the subject of his/her complaint.

NTK reserves up to 30 calendar days for each complaint procedure. The maximum statutory thirty-day period for settlement of the complaint begins the day after the Customer files a complaint. For example, if the Customer files a complaint on 1 June, NTK must assess the defect and close the complaint procedure by 1 July.

The Customer is informed by the Library about the results of the complaint procedure via email.

If the charge is to be refunded to the Customer according to the complaint procedure, the relevant amount will be paid in cash at the NTK Building Cash Desk at the Registration Desk on the NTK 1<sup>st</sup> Floor.

Prague, August 26, 2013



Ing. Martin Svoboda

Director of NTK