

Ombudswoman of the Film and TV School of the Academy of Performing Arts in Prague

The FAMU Ombudswoman is an independent person who is not a teacher at FAMU, she is an advisor to the Dean of FAMU and the Rector of AMU, and through her work she creates space for confidential assistance to students, employees of FAMU. Her mission is to co-create a safe and fair studying and working environment, support diversity and improve the accessibility of studies for students with special needs. In her activity, she focuses primarily on mediation and other adequate methods of resolving disputes and complaints with a view to protecting students, teachers and other employees. With her activity, she contributes towards developing FAMU's internal culture and fair and democratic operation.

What does the ombudswoman focus on?

- Complaints and suggestions for actions that point to signs of psychic pressure or improper behaviour between persons in unequal positions in terms of power.
- Increasing the accessibility of forms and organisation of studies to students with special educational needs.
- Protection of students and employees from unnecessary harshness, unpredictability, illegality and arbitrariness as part of studies or employment.
- Behaviour and events at workplace that point to signs of intimidation, sexual harassment, chicanery, mobbing, bossing or other forms of improper behaviour that is not addressed in accordance with the procedures laid down by F/AMU's internal policies.
- Carries out or organizes mentoring activities, which may take the form of lectures, seminars or training for students, employees of FAMU.

What does the ombudswoman not focus on?

- She does not answer inquiries within the agenda of specific F/AMU bodies (Department for Student Affairs, HR Department, unions, etc.)
- Complaints and suggestions without proper grounds.

When should you contact the ombudswoman?

- When you need advice on how to proceed should you face issues in human relationships at the university.
- When you have already used all available remedies offering by F/AMU's internal policies and are still not satisfied with the way your case has been handled.

How do you contact the ombudswoman?

- Arrange a meeting by e-mail and visit the ombudswoman personally at a date agreed in advance, or you can meet online.
- Visit the ombudswoman personally during her office hours – every odd Wednesday from

9:30 am to 1:30 pm in Room U7.

What are the ombudswoman's powers?

- She is authorised to conduct independent investigation on the basis of suggestions from the employees and/or students. She may also point out incorrect behaviour or illegality of actions of her own will, but she cannot supersede the activities of Faculty bodies or abolish or amend their decisions. She may request positions from those who are concerned by the complaint or event.
- She is authorised to request documents from Faculty bodies, members of the academic community and employees and verify the circumstances that contribute towards an objective assessment of the case.
- Having determined a conflict with regard to the procedure laid down by F/AMU's internal policies and found the complaint/suggestion justified, she will refer the complaint/suggestion along with her recommendation to the relevant internal or external authorities for resolution.

A complaint or suggestion should contain the following information:

- Brief description of the affair.
- Brief summary of how you have tried to address your issue and/or how it was handled.
- The objective you wish to achieve by submitting a complaint.
- Full name, e-mail and telephone number where you can be contacted.
- The degree of confidentiality – i.e., whether the ombudswoman can communicate your case to any third party in relation to a specific person submitting the suggestion, or whether you insist on a confidential treatment, which is obviously possible in each case.

Contact

klara.laurencikova@famucz, 777 563 533

Who is FAMU's ombudswoman?

Mgr. Klára Šimáčková Laurenčíková

She is a specialty teacher, the Head of the Czech Society for Inclusive Education, an expert in charge of the children's mental health agenda at the Ministry of Health, and lectures at the Department of Special Education of Charles University's Faculty of Education. She is the Chair of the *Government Committee for Children's Rights*, a member of the Government Council for Human Rights, a member of the *Committee for the Prevention of Domestic Violence* and a member of Charles University's Education 21 think tank. She has worked as a Deputy Minister of Education, a consultant to the Minister of Labour and Social Affairs, an employee at the Jedlička Institute and schools catering to children with health disabilities, and at Caritas Czech Republic. She also worked at the Ministry of Education as the Head of the Department for Equal Opportunities in Education.

She has broadened her international horizons with many foreign study trips focusing on mapping educational and social systems. She was a member of the expert team of an European Commissioner during the preparation of the Social Investment Package strategy. In recognition of her support to systemic changes in the field of inclusive education, she became an Ashoka Fellow in a global network of social innovators in 2016 and in 2019 she earned the Olga Havlová Foundation Award for promoting the quality and openness of educational systems.