



Spolufinancováno  
Evropskou unií



MINISTERSTVO VNITRA  
ČESKÉ REPUBLIKY



INTEGRAČNÍ  
CENTRUM  
PRAHA

Projekt Integrační Centrum Praha XI., registrační  
číslo CZ.12.01.02/00/24\_022/0000076,  
je spolufinancován Evropskou unií a  
z rozpočtu Ministerstva vnitra České republiky

## CONTRACT FOR THE PROVISION OF SOCIAL SERVICES

### Client:

First name and surname: .....

Date of birth: .....

Nationality: .....

Residence: .....

Contact details:

E-mail: .....

Phone number: .....

and

### Provider:

Name: **The Integration Centre Prague, o.p.s.**

Address of the registered office: Žitná 1574/51, 110 00 Praha - Nové Město

CIN: 24228320

Represented by: Mgr. Alen Kovačević

Phone number: 252 543 846

E-mail: socialni@icpraha.com

### conclude

a contract for the provision of social services under the Social Services Act, No. 108/2006 Coll., (hereinafter "the Contract"). The Contract may be concluded in writing or orally.

### I. Type of Social Service

The provider will provide the client with professional social counselling under the Section 37 of the Social Services Act, No. 108/2006 Coll.

### II. Range

The provider undertakes to provide the client with basic activities in the scope of the following actions:

- a) mediating contact with the social environment;
- b) socio-therapeutic activities: providing counselling in the areas of orientation in social systems and in areas of education;
- c) assistance in exercising rights, legitimate interests and in taking care of personal matters.



Counselling is provided in the form of personal or online consultations, while the scope of the provision of these services is bound by the condition of necessity and unfavourable social situation.

The provider provides the client with professional social counselling based on individual needs and **negotiates with the person the scope and course of the provision of social services with respect to the personal goal depending on the person's possibilities, abilities and wishes.** The user individually negotiates the expected course of the service with the provider in advance, according to the Rules on the Provision of Social Services issued by the provider. The purpose of the Contract, the place and form of the provision of counselling can be changed at any time during the term of this Contract, based on a written or oral agreement of the contracting parties.

### III. Place and Time of the Provision of Social Services

Professional social counselling is usually carried out on an outpatient or field basis during the defined opening hours and in the provider's consulting premises, i.e. at its headquarters and branches (except for accompaniments or consultations in online form). The information leaflet of the organization lists the addresses of the premises designated for counselling and key contact information. This information can also be found on the organization's website, including opening hours.

### IV. Amount of Reimbursement for the Provision of Social Services

Professional social counselling is provided free of charge.

### V. Rules on the Provision of Social Services Set by the Provider

The process of making appointments and the course of the provision of social services are defined in the Rules on the Provision of Social Services issued by the provider. These rules are available in several language versions for free viewing in the provider's consulting premises and are handed over to the client upon first use of the service. The above-mentioned rules are also available on the provider's website: [www.icpraha.com](http://www.icpraha.com). The client is obliged to familiarize himself with these rules.

The basic obligations of the provider include:

- consider the decision of the service client,
- familiarize the client with the services offered,
- plan individually in cooperation with the client,
- support the client in meeting the set goal.

The basic obligations of the client include:

- attend consultations on the agreed date - if the user is unable to attend the consultation, they are obliged to apologize in advance by phone (or in another form)
- behave with respect
- actively cooperate to achieve the set goal

A violation of the rules is when a user behaves towards the provider or other users in such a way that his/her behaviour diminishes the dignity of a natural person or leads to the creation of a hostile, humiliating or disturbing environment.

The client declares that he/she has been familiarized with the wording of all the above-specified rules, has understood these rules and commits to comply with them.



The specific course of the provision of social services is determined through individual planning between the social worker and the client.

## VI. Filing a Complaint

A complaint can be submitted in writing:

- by placing it in a mailbox located in the provider's entrance area and marked as "Schránka důvěry",
- electronically to the provider's e-mail: [socialni@icpraha.com](mailto:socialni@icpraha.com),
- by post to the address of the provider's registered office.

A complaint can also be filed orally, to your key social worker (counsellor), head of social services or director of the organization. A complaint can be submitted anonymously or with a name and contact details if the person submitting the complaint wants to be informed about the way the complaint is handled. Complaints about the quality of the service or the actions of individual key service personnel are handled by the head of social services. Complaints against the conduct of the head of social services are handled by the director of the organization. The deadline for handling a complaint is **14 days from its registration**.

An appeal against the decision to settle a complaint can be filed within 30 days of its settlement. An appeal against the decision of the head of social services can be sent to the director of the organization. An appeal against the decision of the director of the provider can be sent to the City Hall of the Capital City of Prague or to the Ministry of Labour and Social Affairs.

More detailed provisions on the possibilities of filing a complaint are available on the website of the organisation: [www.icpraha.com](http://www.icpraha.com).

## VII. Contract Validity Period

The validity period and effectiveness of the Contract is agreed from the moment of its signing/conclusion of an oral agreement between the two parties **for the duration of the current project from which the service is financed**. Alternatively, it is possible to set the validity period on the basis of an individual agreement with the client.

## VIII. Reasons for Termination, Notice Periods and Termination of the Contract by Agreement

The client can terminate the Contract at any time without giving a reason.

The provider may terminate the Contract at any time for the following reasons:

- If the user **repeatedly breaches its obligations** arising from the Contract, and the user has been notified of this breach in writing by the provider at least once (including a warning of the possibility of terminating the contractual relationship by notice by the provider) within the past three months.
- If the user **violates the obligations** arising from the rules of the services **in a gross manner**, e.g. physically or verbally attacks or threatens the provider.
- If there have been such changes in the client's situation that the provider **cannot provide a social service**, e.g. in a situation where the user has ceased to fall into the target group of the service.
- If the provider **does not receive the funds** necessary to provide the social service or ceases to operate.



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The termination of the Contract must be in written form. The contracting parties may terminate the Contract on the basis of a mutual agreement, which must also be in writing.

In case of termination of the service by the provider, the user is always informed in writing about the reasons and after **6 months** you can request the service again.

### IX. Final Provisions

If the Contract is concluded in writing, two original prints are made. Each contracting party receives one original print. A written Contract may be amended by written amendments.

The contracting parties declare that the Contract expresses their true and free will and that they have not concluded the Contract in distress under strikingly disadvantageous conditions.

The contracting parties declare that they have read the Contract, understand its content and fully and unreservedly agree with its content, which they confirm with their handwritten signatures/oral consent.

The client further expressly declares that he has been acquainted with the conditions and the scope of the provided services, understands the rules and agrees with them.

In Prague on .....

.....

The Provider

.....

The Client