

# Rules for Clients of ICP Services

## (Client's Code of Conduct)

With regard to the safety and dignity of ICP staff and other clients, and given that ICP services are provided free of charge and the organization's capacity is limited, the following rules apply to the use of our services:

- 1 The client respects that ICP services are provided only during designated days and hours. Social and legal counselling is provided solely on the basis of a prior appointment.
- 2 Clients abide by the specific rules for each service and the contracts concluded with these services.
- 3 The client provides the necessary administrative cooperation (e.g. signing the contract, confirmation of the consultation or monitoring sheet provided) and provides true and complete information during the consultation.
- 4 The client shall behave in a considerate manner in connection with the use of ICP services. Any verbal or physical abuse of ICP staff or other clients is unacceptable and may lead to immediate termination of cooperation.
- 5 The client shall not engage in conduct that diminishes the dignity of any natural person present or results in the creation of a hostile, degrading or disturbing environment. This rule applies to dealing with ICP staff, other clients, and the client's companions (e.g., family member).
- 6 The client is not under the influence of alcohol or any other addictive substance.
- 7 **The client does not make audio or video recordings of consultations, courses or other services without the knowledge of ICP staff.**
- 8 The client attends the consultation at the agreed time. In the case that he/she is unable to attend, he/she is obliged to apologize in advance by phone (or other means).

In case of violation of the above mentioned rules by the client, the ICP staff is entitled to interrupt or terminate the service.

The client shall be informed of the reasons for the termination. In case of disagreement, the client may email [stiznosti@icpraha.com](mailto:stiznosti@icpraha.com) or contact ICP by post at the correspondence address. The complaint will be forwarded to the head of the relevant service or another designated person from the management of Integrační centrum Praha, o.p.s, and settled within 30 days of delivery.



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Projekt Integrační centrum Praha X, registrační číslo  
CZ.12.01.02/00/23\_008/0000007,  
je spolufinancován Evropskou unií  
a z rozpočtu Ministerstva vnitra České republiky.