

INFORMATION ON SUBMITTING AND HANDLING COMPLAINTS

At **Psyson s.r.o.**, Company ID No. 08291080, with its registered office at Čistovická 249/11, 163 00 Prague 6 (hereinafter referred to as the "**Clinic**"), our goal is to ensure patient satisfaction by providing healthcare of the highest standard. The purpose of this document is to inform you of your right to submit a complaint regarding the conduct of the Clinic or its employees in the provision of healthcare services, or regarding activities related to the provision of healthcare services, pursuant to Act No. 372/2011 Coll., on Health Services and Conditions of Their Provision (Health Services Act), as amended.

WHO CAN SUBMIT A COMPLAINT?

A complaint may be submitted by:

- the patient;
- the patient's legal representative, guardian, or another person authorised by a court decision to represent the patient;
- a close person if the patient is unable to submit the complaint due to their health condition or if the patient has died;
- a person authorised by the patient under a power of attorney.

Who is a "close person": Under the Czech Civil Code, this primarily includes direct relatives, siblings, and a spouse or partner. Other persons are considered close persons if they would reasonably perceive harm suffered by one another as their own (e.g. persons living together in a shared household). Persons other than the patient must provide evidence of their relationship to the patient.

INFORMATION TO INCLUDE IN A COMPLAINT

A complaint should include:

- the complainant's first name, last name, and correspondence address, and, where applicable, a telephone number or e-mail address;
- a description of the event to which the complaint relates;
- where applicable, a power of attorney or other document authorising the complainant to represent the patient.

If a complaint does not contain the necessary information or is unclear, the complainant will be asked to provide the missing information within a reasonable period of time. If the requested information is not provided, the complaint will be closed without further investigation.

HOW TO SUBMIT A COMPLAINT

No fee is charged for submitting or handling a complaint. A complaint may be submitted in the following ways:

- **in writing by post or in person at:** Čistovická 249/11, 163 00 Prague 6 – Řepy;
- **electronically by e-mail to:** info@psyson.cz;
- **via the Czech Data Box:** ydm8bvw;
- **verbally:** in person at the Clinic.

HOW COMPLAINTS ARE HANDLED

- Complaints are handled without undue delay and **no later than 30 days** from the date they are received. In justified and complex cases, this period may be extended by a **further 30 days**, and the complainant will be informed accordingly.
- The complainant will be informed of the outcome of the investigation.

- Where appropriate, having regard to the nature of the complaint, the complainant will be invited to discuss the complaint in person.
- If the Clinic is not competent to handle the complaint, it will be forwarded within 5 days to the competent entity or administrative authority, and the complainant will be informed accordingly.
- The complainant has the right to inspect the complaint file and make copies of its contents.

WHAT IF IT IS CONFIRMED THAT WE MADE A MISTAKE?

If the investigation confirms that we made a mistake, we will take corrective action without undue delay. If the situation can no longer be remedied directly, we will implement appropriate internal measures and procedural changes to prevent a similar mistake from occurring in the future.

YOUR FURTHER RIGHTS AS A COMPLAINANT

If the complainant disagrees with the way the Clinic has handled the complaint, the complainant has the right to refer the matter to the competent administrative authority. Such a complaint may be submitted **within 60 days** of the date on which the report on the handling of the complaint is delivered, or if the Clinic fails to handle the complaint within the statutory time limit.

The competent administrative authority is the **Prague City Hall**, Department of Healthcare. When submitting a complaint to the administrative authority, the complainant must state the reasons for disagreeing with the way the Clinic handled the complaint.

Complaints relating exclusively to the professional or ethical misconduct of a particular physician may also be submitted to the Czech Medical Chamber or, where applicable, to another professional chamber through their review bodies.

Contact details of the person responsible for handling complaints:

Name: Ing. Šárka Drozdová, MPA

Position: CEO

E-mail: info@psyon.cz

Address: Čistovická 249/11, Řepy, 163 00 Prague 6

Prague, 1 August 2026

Ing. Šárka Drozdová, MPA
Psyon s.r.o., Executive Director