
Ombudsman

Ombudsmen/ombudswomen operate both at Charles University and at individual faculties. The ombudsman helps create a fair and safe environment and assists in resolving conflicts.

The university-wide ombudswoman for Charles University is [PhDr. Kateřina Šámalová, Ph.D.](#) You can find more information [here](#).

You can find contact information for faculty ombudsmen/ombudswomen [HERE](#).

In what situations can the ombudsman/ombudswoman help?

- *Academic disputes:* For example, disagreements with exam results, disputes over the evaluation of student work, or violations of academic rules and procedures.
- *Unfair treatment or discrimination:* The ombudsman/ombudswoman can address cases of unfair treatment, discrimination based on gender, race, ethnicity, sexual orientation, or other grounds, as well as harassment, bullying, or unjust conduct.
- *Problems with study conditions:* This may include complaints about the quality of teaching, insufficient access to materials or facilities, harassment from teachers or fellow students, or other difficulties that prevent students from reaching their academic potential.