

We will describe a special task of the Ombudsman to help citizens of other European Union member states when they are discriminated against in the Czech Republic on grounds of nationality. We will explain whom he helps and how. The Ombudsman helps EU citizens, just like everybody else, also in other situations – you can find more information at the end of this leaflet.

I am an EU citizen. How can the Ombudsman help me?

He will help you in case of **discrimination on grounds of your nationality**.

What if I am not an EU citizen?

The Ombudsman helps not only European Union citizens (citizens of EU member states) but also **citizens of Norway, Iceland and Liechtenstein**. He also helps their family members, even if they are not citizens of EU, Norway, Iceland or Liechtenstein.

What is discrimination on grounds of nationality?

When somebody treats you **less favourably than others** only because of your nationality. For example:

You've been told at a job interview that they hire **only Czech citizens**.

Employees **without permanent residence** in the Czech Republic were subject to collective redundancy.

They don't want to promote you at work because you are a **foreigner**.

You haven't been hired because you have a **university diploma from abroad**.

Your son has not been admitted to school because he **doesn't speak Czech well**.

A doctor has refused to register your daughter because she **hasn't been born in the Czech Republic**.

Charge for accommodation in a hotel is **higher for foreigners**.

Lease of municipal flats is available **only to Czech citizens**.

What if I don't speak Czech?

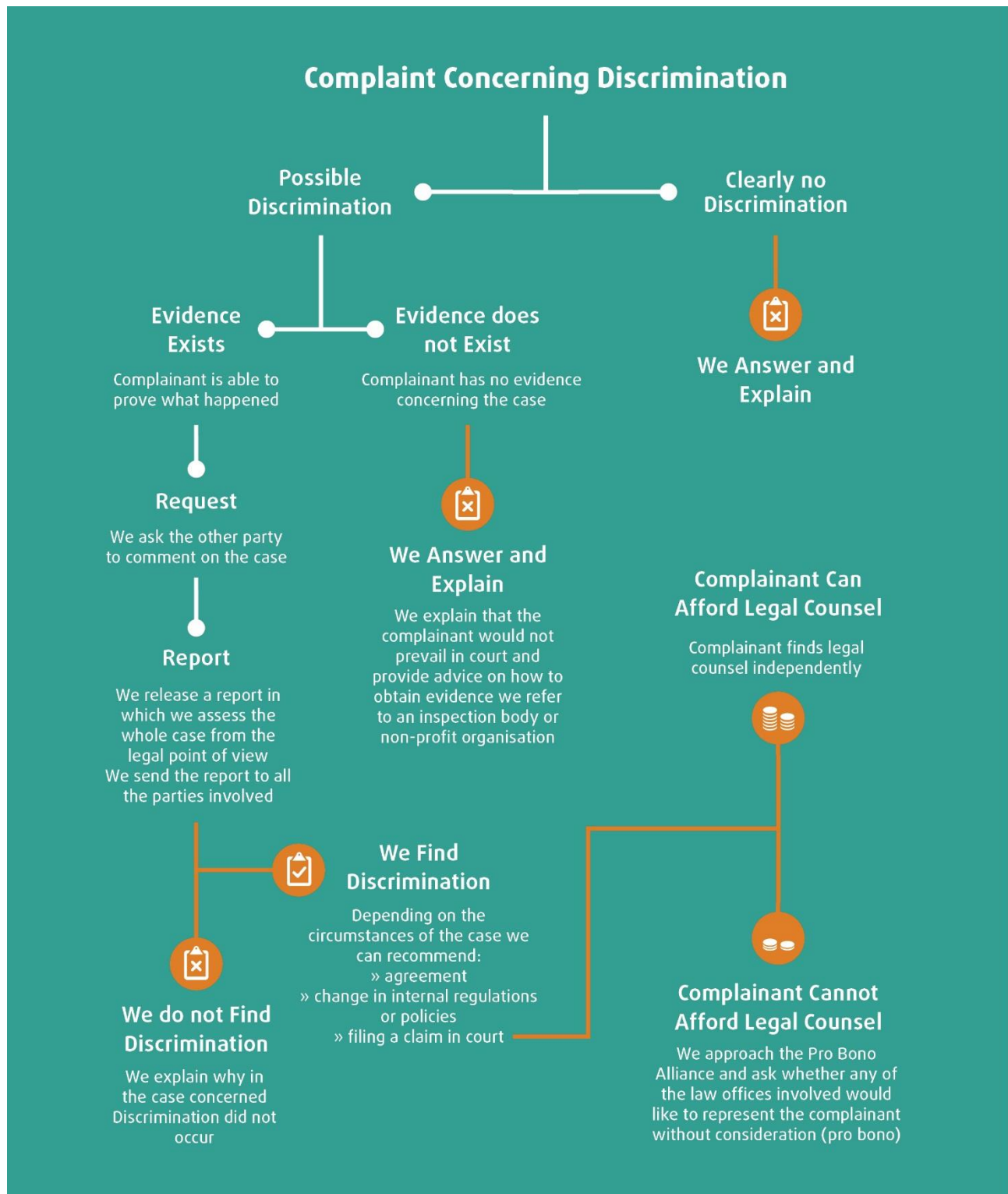
You can approach us in your mother tongue. We will have your e-mail or letter translated. We will obtain interpreters for meeting in person. In addition, our employees speak English, German or French.

How can the Ombudsman help me when I'm discriminated against?

He will advise you if and how to defend your rights in court – he will evaluate your situation and explain what your rights are. He may ask the other party to comment on the case, but he/she is not obliged to reply. *More information is available in the diagram on the next page.*

He may recommend you to turn to a specific authority which inspects if the prohibition of discrimination is complied with (e. g. labour inspectorate or Czech Trade Inspection). In case you are not satisfied, the Ombudsman may examine the conduct of the authority.

The Ombudsman also informs EU citizens about their rights in the Czech Republic and advises where to turn to and how to proceed.



Where can I find information about rights of EU citizens in the Czech Republic?

Take a look at the **website of the Ombudsman** www.ochrance.cz/en into the tab [Citizens of the European Union](#).

There, you may find basic information, including links, to these topics:

[work and employment](#)

[sale of goods and services](#)

[business](#)

[taxes](#)

[recognition of education and qualification](#)

[housing](#)

[education and schools](#)

[right to vote in elections](#)

[health insurance and health care](#)

[driving licences and registration of vehicles](#)

[social security](#)

[residence rights](#)



How does it work in other EU countries?

You may find information about relevant legal regulation in the EU member states on **Your Europe** website <https://europa.eu/youreurope/>.



What can I do in case of problems with an authority abroad?

You may use SOLVIT service (<https://ec.europa.eu/solvit/>). It helps citizens and businesses, when they have a **problem with a public authority in another EU country that acts contrary to EU law**.



What else does the Ombudsman do? What can he help me with?

Examines the conduct of Czech authorities.

→ www.ochrance.cz/en: tab [Complaints about authorities](#)
leaflet [Ombudsman](#)

Protects people from maltreatment in facilities (prisons, hospitals, senior homes, children's homes, detention facilities for foreigners etc.).

→ www.ochrance.cz/en: tab [Protection of persons restricted in their freedom](#)

Helps victims of discrimination on grounds of race, ethnic origin, gender, age, disability, sexual orientation, religion, belief or opinion.

→ www.ochrance.cz/en: tab [Discrimination](#)
leaflet [Discrimination](#)

Monitors fulfilment of rights of people with disabilities.

→ www.ochrance.cz/en: tab [Monitoring of the rights of people with disabilities](#)

Monitors expulsion of foreigners from the Czech Republic.

→ www.ochrance.cz/en: tab [Monitoring of forced returns](#)

All leaflets are available on our website at www.ochrance.cz/en in the tab [Problems and their solution](#).