

We will explain a special task of the Ombudsman to help citizens of other EU Member States in case they are discriminated in the Czechia on the grounds of nationality. We will explain whom we help and how. The Ombudsman helps EU citizens with other problems too (in the same way as we help everybody else). For more information, see the end of the leaflet.

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

We will help you **with discrimination on the grounds of nationality**.

What if I am not an EU citizen?

In such cases, the Ombudsman helps not only EU citizens (citizens of EU Member States), but also **citizens of Norway, Iceland and Liechtenstein**, as well as their **family members**, even if they are not citizens of the EU, Norway, Iceland or Liechtenstein.

What is discrimination on the grounds of nationality?

When someone treats you **worse than other people** just because of your nationality. For example:

You are told at a job interview that **only Czech citizens** will be recruited.

An employer dismisses all employees who do not have **permanent residence** in Czechia.

They do not want to promote you at work because **you are a foreign national**.

You are not recruited because you obtained your **diploma abroad**.

Your daughter is not admitted to school because **she cannot speak Czech well**.

The municipality allocates municipal apartments **only to Czech citizens**.

A hotel charges **foreign guests** higher prices.

A doctor refuses to register your son because he **was not born in Czechia**.

What if I cannot speak Czech?

Write us in your mother tongue. We will have your email or letter translated. If we meet in person, we will arrange for an interpreter. Moreover, our staff can speak English, German and French.

How will the Ombudsman help me if I write to say that I am being discriminated against?

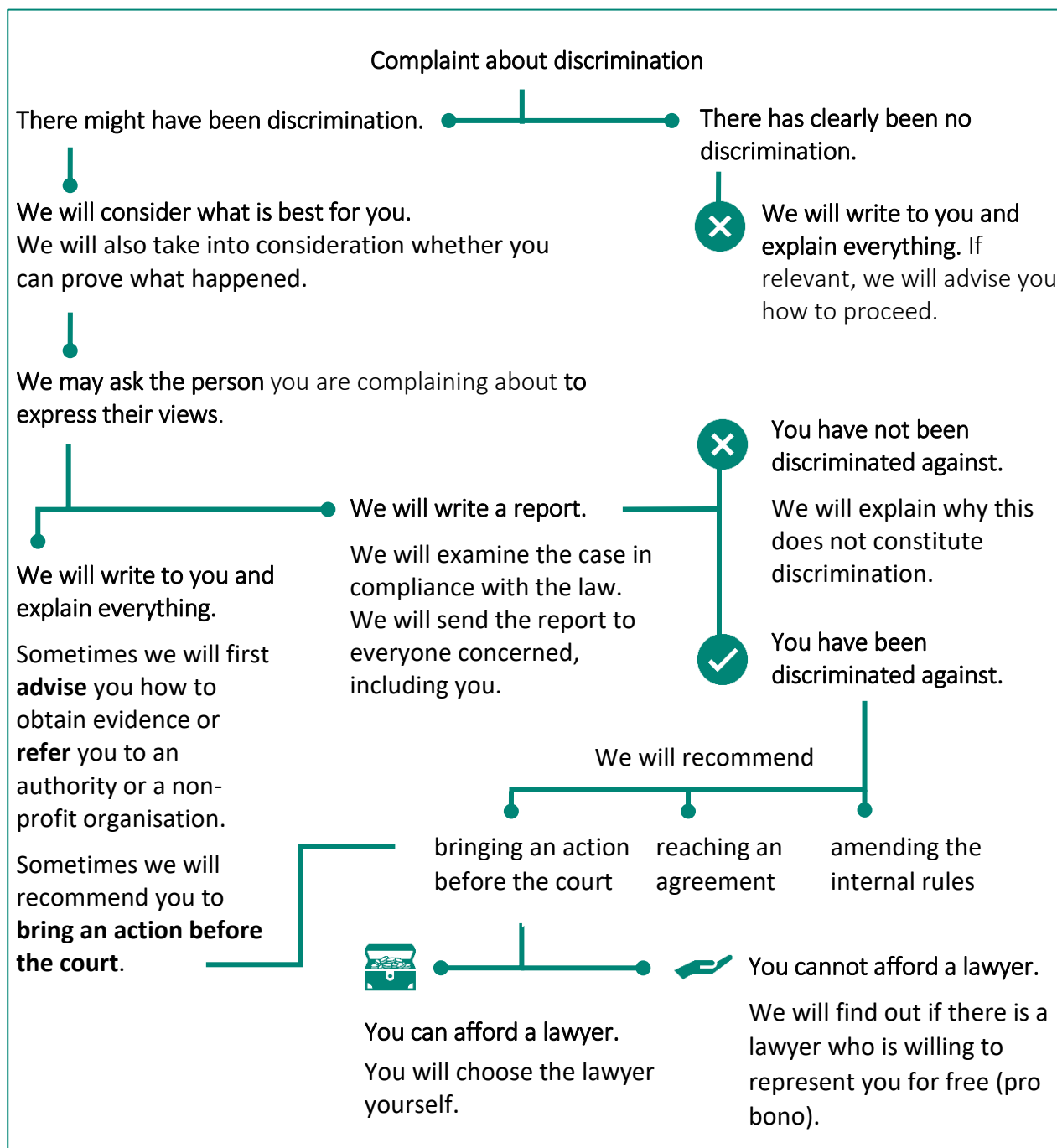
We will advise you whether and how to defend yourself. We will examine your situation and explain your rights to you. We may invite the other party to express their views. However, the other party is not obliged to do so. *For more information, see the flowchart on the next page.*

We can recommend you to contact a specific authority that directly monitors non-discrimination (for example, the Labour Inspection Office or the Czech Trade Inspection Authority). If you are not

happy with their response, **the Ombudsman will examine the actions of the authority. We may recommend that you bring an action before the court.**

The Ombudsman also **informs EU citizens** in general about their rights in Czechia, and advises them whom to contact and how to proceed.

I have contacted the Ombudsman because of discrimination. What will happen now?



Where can I find information about EU citizens' rights in Czechia?

Check out the **Ombudsman's website** www.ochrance.cz → I need help → [I am a citizen of the European Union](#).

There, you will find basic information and links on the following topics:

Work and employment	Sale of goods and services
Business	Taxes
Recognition of diplomas and qualifications	Housing
Education and training	Right to vote
Health insurance and healthcare	Driving licences and vehicle registration
Social security	Residence rights

How does this work in other EU Member States?

Information on legislation in individual EU Member States can also be found on **Your Europe** (<https://europa.eu/youreurope/>).

What can I do if I have a problem with an authority abroad?

Try SOLVIT (<https://ec.europa.eu/solvit/>). This service helps citizens and businesses when they **have an EU law-related problem with authorities in another EU Member State**.

What else do the Ombudsman and the Ombudsman for Children do? How can they help me?

Ombudsman

We monitor and promote fundamental rights and freedoms.

We examine the actions of Czech authorities. → [I have a problem with an official authority](#)
[Ombudsman](#) leaflet

We protect against ill treatment in facilities
(prisons, hospitals, retirement homes, children's homes, detention facilities for foreign nationals, etc.). → [People restricted in their freedom are treated badly](#)
[Protection of people restricted in their freedom](#) leaflet

We help victims of discrimination on the grounds of racial or ethnic origin or nationality, gender, age, disability, sexual orientation, religion, belief or opinion. → [I think I am being discriminated against](#)
[Discrimination](#) leaflet

We monitor respect for the rights of people with disabilities. → [I have problems related to my disability](#)

We monitor the procedure of deportation of foreign nationals from Czechia.

Ombudsman for Children

We monitor and promote children's rights.

We examine the actions of Czech authorities and other institutions and persons in the exercise of official authority in cases where a child may have been affected with regard to their rights.

The Ombudsman's leaflets can be found at www.ochrance.cz under [I am not sure how to deal with a difficult life situation](#).