The Management of the Faculty of Arts of Palacký University Olomouc (FF UP) is committed to strengthening support mechanisms that ensure an equal and fair approach during moments of dispute or suspected risky behaviour among the entire academic community (including the student community, relations between students and teachers, in connection with the administration or faculty representation). FF UP currently has at its disposal a comprehensive and qualified apparatus designed to deal with conflict situations.

It is our strong hope that we are a faculty where mutual trust and respect are absolutely the prevailing norm. Any breach will be approached with due diligence and severity.

The subsequent recommendations identify how selected types of problems should be addressed:

### PhD students may find themselves in a conflict situation both as a student and as a lecturer. We therefore ask them to approach each situation individually according to the circumstances.

Risky behaviour may include acts that lower the dignity of any of the parties involved, acts that violate the UP Code of Ethics, or acts that are in conflict with the law.

It is recommended that you take steps in the given order. Should you not trust the above-mentioned person or authority, you have the right to skip the suggested solution.

Should the standard mechanisms fail, the highest authorities you can turn to are the Dean of the Faculty of Arts or any member of the faculty management. Dealing with any dispute falls within the power of the Ombudsperson’s Office. Contact them to take appropriate steps, you have the right to contact members of the FF UP management or members of the administration.

Complaints can be submitted in person, via email or a letter, as well as individually or as a group. The faculty management, if involved, is committed to solving all disputes and will keep the issue confidential.

Please note that the internal regulations of the faculty are intended to eliminate disputes via available

### Documents and links (in Czech only):

- Code of Ethics for UP Students and Employees
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)
- UP Study and Examination Code
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)
- FF UP Authorities
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)
- Disciplinary Code for UP Students
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)
- FF UP Human Resources Office
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)
- FF UP Ombudsperson
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)
- Psychological Counseling Centre
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)
- Legal Advisory Centre
  [https://www.ff.upol.cz/o-fakulte/fakultni-organy/](https://www.ff.upol.cz/o-fakulte/fakultni-organy/)