

Abstract

The diploma thesis is focused on handling complaints in organizations providing social services. The process of handling complaints is conceived in the work as a process which, if properly set up and coordinated within the organization, can be useful in improving the services provided. The thesis summarizes professional theoretical knowledge in the field of complaint handling, describes the Czech legislative anchoring of work with complaints and offers an overview of possible processes procedures, rules and practices that can be used in practice. The practical part of the work is focused primarily on handling complaints in the field of providing interpretation of Czech sign language. Part of the diploma thesis is qualitative research, in which the process of handling complaints in the selected organization is diagnosed in detail. The results of the research include suggestions for possible procedures and recommendations that can help the organization streamline the complaint handling proces and can also be an inspiration for organizations that are open to a critical approach to their own complaint handling and possible implementation of changes.