



**Information about social services at:
META, o. p. s. – Supporting educational opportunities**

Address:

META, o. p. s. – Supporting educational opportunities
Žerotínova 1124/35, 130 00 Praha 3

Office hours:

Monday	13:00 – 19:00
Tuesday, Wednesday, Thursday	10:00 – 17:00
Friday	no counselling

Please, register in advance.

Contacts:

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registration form for a consultation

We offer:

- expert social counselling in the field of education
- basic advice, information and contacts to follow-up services
- support services for families with children

How the consultations are conducted:

- in person, by phone, by email or by prior arrangement via online call or in the field;
- services are provided **free of charge**;
- Consultation can also be anonymous.

Together with you we will set the goals of our cooperation and the steps to achieve them (individual planning). In the case of long-term cooperation, we can conclude a contractual agreement with you.

As part of our social services, we also offer accompaniment and assistance at schools and offices; in case of language barriers, we use the services of interpreters.

If you are interested, we can issue you with a certificate of consultation.

You can terminate the cooperation at any time without giving any reason. Please inform your social worker of this decision. You have the right to change your social worker.

If you are not satisfied with the quality of the service you receive, you can file a complaint. Information on how to make and handle complaints, including a complaints box, can be found in the lobby. Of course, we would also appreciate any comments and ideas you may have regarding expanding or improving our services.

For the purpose of providing the agreed services, META processes the personal data of the client. META processes personal data in accordance with the General Data Protection Regulation (EU) 2016/678 ("GDPR"). The information is available at: <https://meta-ops.eu/clanek/zasady-zpracovani-osobnich-udaju>.

If you are interested, we can send you updates on our activities and courses by e-mail in the form of a newsletter. You can sign-up for the newsletter on the META website: www.meta-ops.cz: www.meta-ops.cz.