

REGULATIONS FOR SUBMITTING MATTERS AND COMPLAINTS

Human Rights and Media Institute Foundation (IPCIM)

§ 1. Submission of Matters and Complaints (General Issues)

1. Any natural or legal person who considers that the Foundation or entities associated with it violate their rights or ethical standards may submit a matter, complaint, or request to the "Human Rights and Media Institute" Foundation (IPCIM).
2. Submissions are accepted via:
 - Electronic form on the Foundation's website.
 - E-mail to the dedicated address: zgloszenia@ipcim.org.
 - Postal mail to the registered office address of the Foundation.
3. Anonymous reports are accepted and considered provided they contain sufficient information and concern an important public interest or a threat to human rights.

§ 2. Formal Requirements for Submissions/Complaints

1. A submission should contain:
 - First name and surname (or entity name) of the reporting person.
 - A concise description of the case – specifying dates, places, and names.
 - Indication of the violation (e.g., Articles of Association, Code of Ethics, law).
 - Return contact details (email or correspondence address) – required to receive a response.
 - Where possible – attachments documenting the facts (e.g., screenshots, documents, links).

§ 3. Procedure for Considering Submissions

1. **Acknowledgment of Receipt (max. 7 working days):** The Foundation Office confirms receipt of the submission and carries out an initial formal verification.
2. **Substantive Verification:** The matter is taken over by the Management Board, which:
 - Assesses whether the Foundation is competent to consider the complaint.
 - Requests the applicant to remedy formal defects (if possible).
 - Refers the matter to the Ethics Council (if it concerns an ethical violation) or to an appointed Expert Committee (if it requires in-depth analysis).
3. **Resolution (max. 30 days):** The Management Board decides on the manner of settling the case based on its own analysis or recommendations of the Council/Committee.
4. **Response:** The Foundation provides a response in writing or electronically no later than 30 days from receiving a complete submission, informing about actions taken or justifying the lack thereof.

5. In complex cases, this deadline may be extended by an additional 30 days, about which the Foundation shall inform the applicant.