Magiczny Kraków

Do you need to ask for help to the city administration - call, write!

2019-03-25

We draw your attention to the fact that the telephone hotline is operating. Residents of Krakow can complain their problems by phone, e-mail or in traditional way just by sending a letter by post.

The telephone hotline is operating at the municipal media department as the result of the implementation of the policy of the of Krakow City Hall that has been granted the task of improving communication between the office and city residents. It has been established primarily for the residents who might experience problems with contacting municipal departments and offices or are unable to finalize official matters. They will be able to report all complains concerning the life of the city - starting from the notorious hole in the road, and ending with questions, such as illegal felling of trees or the appointment of public facilities.

The city is a complex organism, with many institutions whose competences do not always have to be clear and legible for people who do not have to deal with them on a daily basis. There is no question that incorrect parking can be reported to the on-duty municipal guard, as well as snow-covered roads to the "Winter Action" section on duty. However, in many other cases, the issue of who to report to does not need to be so obvious. It very often happens that many institutions have to be involved in solving a problem. It may be easier for officials to find those who can solve the problem. For this reason raised the idea to launch a telephone hotline in the urban media.

How to appeal?

- **by phone: 12 616 80 00, between 8.00 am and 4.00 pm**
- **by e-mail: interwencje@um.krakow.pl**
- **or by completing the application form at www.kraków.pl**
- **by post: Krakow City Office, Social Communication Department, 3-4 pl. Wszystkich Świętych, 31-004 Krakow, with an annotation "INTERVENTIONS"**