

The thesis attends to a matter of using the supervision in Citizens Advice Bureaux united in Association of Citizens Advice Bureaux. In this thesis the citizen consultancy is introduced as one of several ways of providing professional social consultancy. Especially activities of Association of Citizens Advice Bureaux are focused as the main matter. The main matter is also the achieving of management of consultancy agencies in circumstances of assuring the quality standards in social services. The next part of the thesis researches the supervision as one of the device conducting to reach and maintain the quality standard of services provided by Citizens Advice Bureaux. The practical part of the thesis presets the outputs from prior research based on analysis of current accessible teoretic sources and interviews with founders of citizen consultancy in Czech Republic. In consequence with the prior research there are presented the outputs from questionnaire research undertaken among managers of Citizens Advice Bureaux. The main aim of the thesis is finding answers of the question: what is the statement in exploiting the supervision in citizen consultancy in Czech Republic and whether there is an existence of mutual factors influencing the exploiting the citizen consultancy. The thesis contains also the definition of criteria of a good practises in exploiting the supervision in citizen consultancy agencies. In consiiderence of author's presence in management of one citizen consultancy agency and also her activities in providing the supervision at other agencies, there is also a big attention paid to potetial problems with a due interpretation of data reached by a direct supervision praxis at Citizens Advice Bureaux.