



**TOMORI PÁL COLLEGE**

## **COMPLAINT HANDLING POLICY**

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Senate decision number: 2021/4/12  
Responsible person: president





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The Tomori Pál College (hereinafter referred to as "the College") has established its Complaint Handling Policy (hereinafter referred to as "the Policy") as follows.

## I. GENERAL PROVISIONS

### 1. § The purpose and principles of the CHP

(1) The purpose of the CHP is to inform the students of the College of the form and procedure for submitting their views on the services provided by the College to which organisation.

(2) The basic principle of complaint handling is that the College will receive, register and investigate all complaints about the services it provides, regardless of whether the service provider involved in the complaint is an educational department, a functional organisational department or a service provider.

(3) The procedure set out in these Regulations does not affect the right of the student to appeal against decisions issued by the College in accordance with the provisions of the Rules of Organisation and Operation. The purpose of these Regulations is primarily to improve the services provided by the College, in line with the College's quality assurance policy.

(4) No one should be disadvantaged in relation to their complaint. The identity of the complainant must be kept confidential, except for cases stipulated by law.

### 2. § Scope of the PSZ

(1) The scope of the CHP extends to all College faculty, students and non-academic staff employed/employed/assigned to the College.

### 3. § How to report

(1) Students can submit complaints to the College in the following ways:

a) by sending an email to [rektorihivatal@tpfk.hu](mailto:rektorihivatal@tpfk.hu);

b) by post to 1223 Budapest, Művelődés u. 21., addressed directly to the Rector's Office;

c) in person at the Rector's Office at 1223 Budapest, Művelődés u. 21.

(2) The student must specify in the complaint form:

a) his/her name;

b) his/her address;

c) his/her telephone or email contact details;

d) the nature, description and cause of the complaint;

e) the name of the department concerned (only if they know it);

f) the student's claim in relation to the complaint;

(3) A register of complaints shall be kept, in which complaints shall be filed and maintained in the order in which they are received (Complaints Register). In addition to the information specified in paragraph 2, the Complaints Register shall indicate the outcome of the investigation and the action taken to resolve the complaint, with at least the name and date.



## II. SETTLEMENT OF COMPLAINTS

(1) Complaints should be investigated in the order in which they are received and, if the nature of the complaint is such that they are reported by telephone or in person, they shall be answered immediately. If the complainant does not accept the information given in response to his/her complaint, it shall be recorded in writing on the form (Annex 1), filed and an investigation shall be initiated without delay. A copy of the form should be given to the complainant.

(2) The Rector is entitled to designate the employee or employees of the College who will investigate the complaint(s) (hereinafter referred to as the "Investigator"). In the course of investigating the complaint, the Investigator may obtain all necessary information to assess the complaint, such as oral information, inspection of documents, etc. For this purpose, he/she may also contact the complainant to provide further information on the complaint, either in writing or orally. A note of the oral information shall be drawn up and signed by both the investigator and the complainant.

(3) The time limit for investigating the complaint is 30 working days, excluding the period of time when the complainant has been requested to provide further information by the investigator in a verifiable manner (email, fax, letter).

(4) A summary report of the investigation of the complaint is drawn up (Annex 2), indicating the date and place of the report, the name of the person who investigated the complaint, a description of the investigative measures taken, a description of the investigative measures that were planned but failed for whatever reason (with the reason for failure), the findings of the investigation and the proposed action.

(5) On the basis of the investigation report, the Rector of the College is entitled to decide on the subject of the complaint, in particular whether or not the claim made by the complainant can be fulfilled, and what action is necessary to avoid similar complaints in the future.

(6) The complainant must be informed immediately after the report has been drawn up of the outcome of the investigation and of the admissibility or rejection of any claim.

(7) The record of the investigation of the complaint and other related documents must be kept for three years in the Rector's Office.

(8) If the complaint is rejected, the student can submit the complaint to the following bodies:

**Office of the Commissioner for Education Rights**

**(address: 1055 Budapest, Szalay u. 10-14., phone:; (06-1) 795-4097; email: pannaasz@oktbiztos.hu; website: <http://www.oktbiztos.hu>)**

(9) The College is obliged to treat the data collected in the course of complaint handling as confidential and may only disclose it to the complainant, the complainant's authorised representative or the public body authorised to handle complaints.



### **III. MISCELLANEOUS PROVISIONS**

#### **4. § Legislation**

(1) In matters not regulated by these Regulations, Act CLV of 1997 on Consumer Protection, Act CCIV of 2011 on National Higher Education, Act CLXV of 2013 on Complaints and Public Interest Notifications, and OM Decree 40/1999 (X. 8.) on the Tasks and Operation of the Office of the Ministerial Commissioner for Educational Rights shall apply.

#### **5. § Entry into force**

(1) These Rules shall enter into force upon approval by the Senate.

a) Decision date: 05.10.2021..

b) Senate decision number: 2021/4/12

c) Date of entry into force: 10.05.2021 30.05.2018.

(2) The President is responsible for the preparation, updating as required by law and annual review of the rules.



## ANNEX 1

<b>TOMORI PAL COLLEGE COMPLAINT FORM</b>					
<i>The complainant must fill in the form (except for the parts in bold) in one copy, by pen, in block letters, and a copy shall be returned to the complainant after submission and receipt.</i>					
<b>Note on takeover:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; padding: 5px;">The complaint has been received by the College (yyyy/mm/mm):</td> <td style="width: 40%;"></td> </tr> <tr> <td style="padding: 5px;">Name and signature of the recipient:</td> <td></td> </tr> </table>	The complaint has been received by the College (yyyy/mm/mm):		Name and signature of the recipient:	
The complaint has been received by the College (yyyy/mm/mm):					
Name and signature of the recipient:					
<b>DESCRIPTION OF THE COMPLAINT, REASON:</b>					
<b>NAME OF THE TEACHER OR DEPARTMENT CONCERNED (IF YOU KNOW):</b>					
<b>THE STUDENT'S CLAIM IN RELATION TO THE COMPLAINT:</b>					
<b>Reference number:</b>					
<b>RESULT OF THE INVESTIGATION (BASED ON THE INVESTIGATION REPORT):</b>					
Celtic: .....					
Rector					
<b>Date of the complaint:</b>  ....., .....	<b>Name, address, contact details and signature of the complainant:</b>  ..... .....				





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## ANNEX 2

### Sample investigation report

#### ***EXAMINATION PROTOCOL***

*ON THE INVESTIGATION OF THE COMPLAINT AS SET OUT IN THE COMPLAINT FORM*

*..... SUBMITTED BY THE COMPLAINANT ON ..... AND REGISTERED ON .....*

PLACE AND DATE OF THE MINUTES:

PRESENT AT THE RECORDING OF THE MINUTES (NAME AND POSITION):

A DESCRIPTION OF THE INSPECTION ACTIVITIES CARRIED OUT:

A DESCRIPTION OF THE INSPECTION ACTIVITIES THAT WERE PLANNED TO BE CARRIED OUT BUT FAILED FOR WHATEVER REASON (WITH THE REASON FOR FAILURE):

FINDINGS OF THE STUDY:

SUGGESTED ACTIONS:



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-k.m.f.-

**Signatures:**

Name :..... Signature: .....

Name :..... Signature: .....

Name :..... Signature: .....

Name :..... Signature: .....

Name :..... Signature: .....

Name :..... Signature: .....

Name :..... Signature: .....