



TOMORI PÁL COLLEGE

COMPLAINT HANDLING POLICY

Version Number: 4¹.

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Person in charge: President

¹ This regulation supersedes the Regulation v3, Senate Resolution 12/4/2021, which entered into force on 05.10.2021.



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Tomori Pál College (hereinafter: College) sets out its Complaint Handling Policy (hereinafter: PSZ) as follows.

I. GENERAL PROVISIONS

1. § The purpose and principle of the PSZ

(1) The purpose of the PSZ is to provide information to the students of the College on the form in which form and within the framework of the procedure and addressed to which organization they can submit their opinion on the services provided by the College.

(2) The basic principle of complaint handling is that the College receives, registers and investigates all reports related to the services provided by the College, regardless of whether the service provider affected by the complaint belongs to the educational organizational unit, the functional organizational unit or the service provider.

(3) The procedure set out in these regulations does not affect the student's right to lodge an appeal against the resolutions issued by the College in accordance with the provisions of the Organizational and Operational Rules. The purpose of this policy is primarily to develop the services provided by the College, in line with the quality assurance of the College.

(4) No one should be disadvantaged in connection with submitting their complaint. The person of the complainant must be treated confidentially, and only the law may make exceptions to this.

2. § Scope of the PSZ

(1) The personal scope of the PSZ extends to all lecturers, students and staff of the College who are not employed/employed/commissioned in a teaching position.

3. § How to report

(1) Complaints can be submitted to the College by students in the following ways:

- a) by email sending to rektorihivatal@tpfk.hu email address;
- b) by post by letter sent to 1223 Budapest, Múvelődés u. 21., the letter must be addressed directly to the Rector's Office;
- c) in person at the Rector's Office at 1223 Budapest, Múvelődés u. 21.

(2) The student must provide the following information in the complaint:

- a) name;
- b) home address;
- c) telephone or email contact details;
- d) the nature, description and reason of the complaint;
- e) the name of the department concerned (only if you can);
- f) the student's claim in relation to the complaint;

(3) A register of complaints must be kept, in which complaints must be filed and kept according to the order in which they are received (Complaint Book). In addition to the data specified in paragraph (2), the Complaint Book shall indicate the results of the



investigation and the measures taken to settle the complaint, indicating at least the name and date.

II. HANDLING COMPLAINTS

(1) Complaints must be examined in the order in which they are received and, if the nature of the complaint is of such a nature, they must be answered immediately when a complaint is filed by telephone or in person. If the complainant does not accept the information provided on his complaint, it must be put in writing on the form (Appendix 1), filed and then the investigation must be started immediately. A copy of the form must be given to the complainant.

(2) The President is entitled to appoint the employee or employees of the College who will investigate the complaint(s) (hereinafter referred to as the "Investigator"). During the investigation of the complaint, the Investigator may obtain all the necessary data necessary for the assessment of the complaint, so that he or she can obtain information orally, have access to documents, etc. For this purpose, you can also contact the complainant to provide further information about his or her complaint in writing or orally. A memorandum of oral information must be prepared and signed by both the investigator and the complainant.

(3) The complaint has 30 working days to investigate, which does not include the period if the complainant was called upon by the Investigator to provide additional data in a verifiable manner (email, fax, letter).

(4) A summary report is drawn up on the investigation of the complaint (Annex No. 2), in which the date and place of preparation of the report, the name of the investigator, the description of the investigative actions performed, the description of the investigative actions to be carried out but failed for any reason (indicating the reason for the failure), the findings of the investigation and the proposed actions are indicated.

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

(6) The complainant shall be notified immediately after the minutes have been drawn up of the result of the investigation and the feasibility or rejection of any claim.

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

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

Office of the Commissioner for Educational Rights

(address: 1055 Budapest, Szalay u. 10-14., phone: (06-1) 795-4097;

Email: panasz@oktbiztos.hu; website: <https://www.oktbiztos.hu/>

The College is obliged to treat the data collected in the course of complaint handling confidentially, and may only disclose them to the complainant, the complainant's proxy or the state body authorised to handle complaints.



III. MISCELLANEOUS

4. § Legislation

(1) In matters not regulated by this policy, Act CLV of 1997 on Consumer Protection, Act CCIV of 2011 on National Higher Education (Nftv.), Act CLXV of 2013 on Complaints and Notifications of Public Interest, and Decree 40/1999 (X.8.) OM is applicable.

5. § Entry into force

These regulations shall enter into force with the approval of the Senate.

1. Date of decision: 20.05. 2025.
2. Senate resolution number: 25/2/2025
3. Effective from: 01.08. 2025.

The President is responsible for the preparation of the regulations, updating them in accordance with the legal requirements and for their annual review.



NO. 1. ANNEX

TOMORI PÁL COLLEGE COMPLAINT FORM

The form must be filled in and signed by the complainant (except for the parts framed with a thick line) in one copy, with a pen and printed letters, and then a copy must be returned to the complainant after submission and receipt.

Pick-up note:

The complaint was received by the
College (yyyy/mm/dd):

Recipient's name and signature:

DESCRIPTION AND REASON FOR THE COMPLAINT:

NAME OF THE INSTRUCTOR OR ORGANIZATIONAL UNIT CONCERNED (IF KNOWN):

THE STUDENT'S CLAIM IN RELATION TO THE COMPLAINT:

Registration
number:

RESULTS OF THE EXAMINATION (BASED ON THE EXAMINATION REPORT):

Beget:.....

President



Date of complaint: ,	Name, address, contact details and signature of the complainant:
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NO. 2. ANNEX

EXAMINATION REPORT <i>WHICH WAS MADE ON THE INVESTIGATION OF A COMPLAINT SPECIFIED IN THE COMPLAINT FORM SUBMITTED AND FILED BY THE COMPLAINANT ON (A)</i>
PLACE AND TIME OF PREPARATION OF THE MINUTES:
THE FOLLOWING PERSONS ARE PRESENT AT THE RECORDING OF THE MINUTES (NAME AND POSITION):
DESCRIPTION OF THE INVESTIGATION ACTIONS PERFORMED:
DESCRIPTION OF THE INVESTIGATION ACTIVITIES TO BE CARRIED OUT BUT FAILED FOR ANY REASON (INDICATING THE REASON FOR THE FAILURE):



FINDINGS OF THE STUDY:

RECOMMENDED ACTIONS:

-k.m.f.-

Signatures:

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

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

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

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

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

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

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