

**COMPLAINT MANAGEMENT POLICY
OF THE
HUNGARIAN ACCREDITATION COMMITTEE**

Complaint management is aimed at strengthening user trust and creating clear and effectively structured internal rules that enable the communication of issues regarding procedures where such issues cannot be the basis of a formal appeal.

1 Basic principles

1.1 The purpose of complaint management at the Hungarian Accreditation Committee (HAC) is to increase the satisfaction of its partners and to strengthen the trust of users in its processes.

1.2 The HAC handles complaints and complainants without discrimination, through equal and identical processes, following the same rules of procedure.

2 Complaints

2.1 A complaint refers to any individual request or grievance concerning activities related to HAC procedures in which complainants present their objections and describe a clear and specific request regarding the execution of those activities.

2.2 Requests for general information, an opinion or a statement from the HAC are not considered a complaint.

3 Complainants

3.1 Possible complainants are members of decision-making or decision preparation committees of the HAC, members of the staff of the HAC Secretariat, third parties and experts with a mandate agreement or other legal relationship with the HAC, institutions and persons involved in or affected by the statutory activities or other procedures of the HAC, and any user of the output resulting from the work of the HAC.

3.2 The HAC will not process complaints that are anonymous (no name or email address) or which fail to classify the complainant under a category listed in Section 3.1 above.

4 Submission of complaints

4.1 Complaints must be on a topic related to a HAC procedure but may not be aimed at seeking a review of or legal remedy against a final decision of the HAC. Complaints regarding the outcome of an assessment are not admitted.

4.2 Complaints may address, among others, errors of process, irregularities, or the behaviour of any person acting on behalf of the HAC.

4.3 Complaints submitted in writing – on paper or electronically – must be addressed to the HAC Secretariat.

4.3.1 Complaints submitted in paper copy must be printed on both sides, include page numbering, be bound or stapled together, include original signatures, and be accompanied by original attachments, if any.

4.3.2 Complaints must include the following: name, contact details and category of the complainant, the subject matter of the complaint as per Section 4.2 above, the facts of the case the complaint is about, and the evidence available. The complaint must also be accompanied by the stakeholder's consent to data processing. Please visit [this](#) page for relevant information.

4.3.4 Complaints in paper copy must be sent to 1439 Budapest, Pf. 635 or must be submitted electronically through the HAC Secretariat's Information System (TIR) or to the central email address of the HAC Secretariat (titkarsag@mab.hu).

4.4 Complaints may also be presented in person or online (through a digital tool or platform), or through a hybrid process (including both online and in-person components).

4.4.1 In an event described in Section 4.4, the Visiting Committee involved must document the complaint and the facts of the case. If the complaint concerns the actions of a Visiting Committee, the complaint must be submitted in writing as per Section 4.3 above. The Visiting Committee must inform the complainant about this requirement.

4.5 The complaint procedure is free of charge. The procedural rules and fees applicable to review procedures apply to any complaint that, due to its content, qualifies as a request for review and is therefore assessed in a review procedure.

5 Rules of procedure for handling complaints

5.1 Complaints received by the HAC Secretariat are checked with respect to compliance with presentation requirements within 10 business days from being filed. If the document received does not meet the presentation requirements specified above, the Secretariat requests that the person submitting the complaint correct the deficiencies by a specific deadline. If no correction is provided by that deadline, the HAC will proceed on the basis of the information made available to it up to that point. In a situation described in Section 3.2 above the HAC will refuse to process the complaint, without asking for a correction of deficiencies.

5.2. The content of complaints will be examined by the review officer of the HAC Review Committee, who is a person with a degree in law. If the complaint is considered a request for review, the officer informs the complainant in writing to submit a formally compliant request and to pay the appropriate fee.

5.3 The officer may ask the person involved in or affected by the complaint questions to clarify the assertions in the complaint and the facts of the case. The officer will draw up a summary report on the facts of the case indicated in the complaint and on whether the complaint is justified.

5.4 If the complaint concerns actions of a natural person, the case is decided by the HAC Ethics Committee on the basis of and in line with the rules of procedure specified in the HAC Code of Conduct.

5.5 In any other case, based on the review officer's report, the HAC Review Committee calls upon the relevant decision-making or decision preparation body of the HAC to remedy the error of process if the complaint is justified. A final decision adopted may only be reversed due to a justified complaint if the error of process or mistake had a substantial impact on the decision. In any other case the rules of procedure applicable to the process indicated in the complaint must be reviewed, amended and/or supplemented under guidance from the Review Committee.

Should the Review Committee find it necessary in order to make the right decision, it may approach/hear the head of the relevant HAC workgroup and, if necessary, the complainant, to obtain additional information and/or evidence in addition to the report of the review officer.

5.6 The complainant must receive a direct written response describing the actions taken as a result of the complaint, and the outcome.

5.7 If a violation of law is detected while processing a complaint, the HAC must notify the relevant statutory supervisory body. This notification obligation is applicable in the course of the complaint management process as well.

5.8 Complaints must be decided within 90 days from receipt.

5.9 HAC members and members of staff who had been involved in the actions, decisions or activities complained about may not participate in decision-making concerning the complaint.

6 Miscellaneous

6.1 Written documents concerning the complaints received must be retained in the manual archives of the HAC Secretariat for five years after the complaint is finally decided. The documents must be handled in line with the Document Management Policy.

6.2 The HAC Secretariat must draw up annual analyses about the complaints received for the HAC Body. Based on such analyses, the HAC will identify the areas attracting the most complaints and will identify the necessary and feasible actions to prevent and reduce the number of complaints. The purpose of such analysis is to integrate the lessons learnt from complaints into the quality management processes. The analyses are made public.

Budapest, 25 September 2020