

## COMPLAINTS HANDLING PROCEDURES

In addition to the educational and training activities of the Adult Education Centre of the University of Miskolc (hereinafter: Adult Education Centre, adult education license number: E/2020/000298, adult education registration number: B/2020/000944, institution accreditation register number: ALF-011, OM institution identification number: FI87515), the satisfaction of participants and their partners, listening to their complaints, opinions and comments is one of the most important aspects.

Accordingly, taking into account the provisions of Act LXXVII of 2013 on Adult Education, Section 2/B (1) a) and the instructions of Government Decree 11/2020 (II.7), the Complaints Handling Procedure describes the rules for handling complaints and complaints in the course of training organization and training activities, as well as the process for correcting errors and the steps taken to prevent them from occurring (corrective and preventive actions).

1.) The participant in the training (hereinafter: Client) has the right to file a complaint.

A request for general information, a request for a statement of position, a request for fairness or any other request, a notification or a statement of fact shall not be considered a complaint.

2.) Our clients may submit their complaints to the Adult Education Centre orally or in writing as follows:

Oral complaints can be made by calling the telephone number below during working hours. Written complaints may be submitted in person at a pre-arranged time by calling the telephone number below during working hours. Complaints may be submitted electronically via the website at <https://felnottkepzes.uni-miskolc.hu/panaszbejelentes> or by post to the postal address below.

Telephone number (46) 565-484

Working hours: Monday to Thursday 7.30 a.m. to 4 p.m., Friday 7.30 a.m. to 1.30 p.m.

Postal address: 3515 Miskolc-Egyetemváros,  
University of Miskolc Adult Education Centre

3.) The oral complaint must be investigated immediately and remedied as necessary. If our Client does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, the complainant may complete a Complaint Handling Form.

The Complaint Handling Form is available at [https://felnottkepzes.uni-miskolc.hu/files/23993/Panaszkezelési\\_nyilvantarto\\_lap\\_2023.pdf](https://felnottkepzes.uni-miskolc.hu/files/23993/Panaszkezelési_nyilvantarto_lap_2023.pdf) or can be requested from our customer service department on paper or electronically by emailing [felnottkepzes@uni-miskolc.hu](mailto:felnottkepzes@uni-miskolc.hu).

4.) Complaints reported or submitted are recorded by the Adult Education Centre's adviser on the Complaints Handling Form, and entered in the electronic Poseidon Records and Document Management System of the University of Miskolc on the day of receipt of the complaint, but no later than the next working day.

The Complaint Handling Form and a copy of the response will be kept for eight years and will be presented to the supervisory authorities upon request.

5.) The Head of the Adult Education Centre shall decide in writing on the method and procedure for the investigation of the complaint within 36 hours of the completion of the Complaints Handling Form. If the day following the completion of the Complaints Handling Form is a public holiday, the Head of the Adult Education Centre shall decide on the procedure for investigating the complaint on the first working day following the completion of the Complaints Handling Form. This document shall specify

the person(s) who will conduct the investigation and the time available for the investigation, which shall not exceed 5 working days.

6.) The result of the investigation is recorded in the Complaints Handling Form by the person in charge of investigating the complaint. The Head of the Centre for Adult Education shall authenticate the findings of the Complaints Handling Form, where this can be done at the level of his/her own department, and shall decide whether to uphold or reject the complaint and how to remedy the justified complaint. If the outcome of the investigation of the complaint is outside the scope of the Centre's own department, the Centre for Adult Education shall notify the head of the organization concerned and the certification and resolution shall be carried out jointly.

7.) The complainant will be notified in writing of the outcome of the investigation and the handling of the complaint within 8 working days.

8.) If the complaint is rejected, we will inform our client in writing of the department, authority or conciliation body to which he/she may refer the complaint, depending on its nature. The information shall also include the headquarters, telephone and web contact details and mailing address of the competent department, authority or conciliation body in the place where the customer resides or is staying.

9.) The Head of the Adult Education Centre shall submit the documents concerning the handling of complaints to the Chief Financial Officer of the University of Miskolc for information.

10.) The fact of a written complaint, at whatever level it is closed, shall be recorded by the Head of the Adult Education Centre in the electronic filing system separately (marked as complaint record) and placed in the archives of the Adult Education Centre.

11.) 1.) In the event of a complaint, a corrective and/or preventive procedure shall be carried out after investigation and resolution of the complaint in order to prevent similar complaints.

12.) All participants must be informed of the complaints handling procedure before the training starts.

These provisions shall enter into force on the date of signature.

Miskolc-Egyetemváros, 13 September 2023

Viktória Bárdosné Soós

Head of the Center of Adult Education