

REPORTING A COMPLAINT

HOW TO REPORT A COMPLAINT

VERBALLY, IN PERSON: In any client service office of the Examination Centre, or in its head office. The complaint shall be written down by an officer on site. List of our client service offices: <https://vizsgakozpont.hu/kapcsolat/ugyfelszolgalat>.

IN WRITING: By mail: 1438 Budapest, Pf. 477; by fax: +36-1-814-1815; in email: panasz@kavk.hu. Please complete our report form which you can download from our website <https://vizsgakozpont.hu> under “Knowledge base” / “Documents” (Tudástár / Dokumentumtár). The completed form may also be submitted personally, in a client service office.

Please do not forget to sign your complaint report form!



DEADLINE FOR SUBMITTING A COMPLAINT

- Please note two important deadlines:
- A complaint can only be submitted within one year from the time of the alleged mistake or omission.
 - A complaint can only be submitted within six months from learning about the alleged mistake or omission.



AFTER SUBMITTING A COMPLAINT

The investigation of your complaint will start immediately after its submission. As part of the procedure, we may ask you to provide additional information or attend a hearing. In this case, we will contact you via the contact information you have specified.



DEADLINE FOR RESPONDING TO A COMPLAINT

By default, a complaint must be responded to within 30 calendar days. You will be notified in writing if the investigation is expected to take longer than that.

You can check the status of your complaint report by sending an e-mail to panasz@kavk.hu.



IN CASE YOU DISAGREE WITH THE RESPONSE

You may request a review of the decision within 15 days. The review procedure shall be carried out within 30 days. If you still disagree with the outcome, you have another 15 days to indicate that to us. In this case, the matter shall be forwarded to our supervisory entity for further investigation. That procedure must be completed in 30 days.

PLEASE NOTE

You will be immediately notified in writing of the start of any ex officio public administration procedure triggered by your complaint.

The outcome of the investigation of a complaint about the Centre’s driving exams, retraining or review practices or about the investigation of a report of public interest shall not result in better / higher exam or investigation results, or in a changed retraining decision.