

MAKING A COMPLAINT

HOW TO MAKE 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. For our client service offices, please visit: <https://vizsgakozpont.hu/kapcsolat/ugyfelszolgalat>.

IN WRITING:

- Electronically, by filling in the [form](#) or through [e-paper](#) service or by [e-mail](#) (panasz@kavk.hu); or
- By post, in a paper-based letter (1438 Budapest, Pf. 477.); or
- by telefax (+36-1-814-1815)

Please complete our report form which can be downloaded from our [website](#) (<https://vizsgakozpont.hu>) under “Knowledge base” / “Documents” (Tudástár / Dokumentumtár). The completed form may also be submitted personally in any client service office of the Examination Centre or in its head office.



DEADLINES FOR SUBMITTING COMPLAINTS

Please note two important deadlines:

- Any complaint can be submitted within one year from the occurrence of the event or condition complained of.
- Any complaint can be submitted within six months from learning about the event or condition complained of.

AFTER SUBMITTING A COMPLAINT

Once a complaint has been submitted, investigation will start immediately. As part of the procedure, you may be requested to provide additional information or attend a hearing. In this case, you will be contacted via the contact details previously specified by you.



DEADLINE FOR RESPONDING TO COMPLAINTS

By default, any 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.

The status of your complaint can be checked 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 15 more days to indicate it to us. In this case, the matter shall be forwarded to our superior body for further investigation which must be completed in 30 days.

PLEASE NOTE

In the case of any notification requiring ex officio administrative proceedings, notifiers shall be informed in writing simultaneously with the initiation of such proceedings.

The outcome of the investigation of a complaint or report of public interest concerning the Examination Centre's driving exams, retraining or review practices shall neither result in better exam or investigation results, or nor shall it modify positively a previous retraining decision.