



COMPLAINTS MANAGEMENT POLICY

Eötvös József College
Effective date: 1 January 2026

1. Purpose and Scope

1.1. Eötvös József College (hereinafter: the *College*) is committed to lawful, transparent, ethical, and accountable operation. The purpose of this Policy is to establish a unified, transparent, and effective framework for the submission, handling, investigation, and resolution of complaints and public interest disclosures.

1.2. This Policy applies to:

- employees and other persons engaged in work-related activities at the College;
- students of the College;
- external persons who have a legitimate interest in the matter reported.

1.3. This Policy is adopted in accordance with:

- Hungarian Act CLXV of 2013 on Complaints and Public Interest Disclosures;
- Hungarian Act XXV of 2023 on complaints, public interest disclosures and whistleblower protection;
- Hungarian Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information;
- Regulation (EU) 2016/679 (GDPR);
- Directive (EU) 2019/1937 on the protection of persons who report breaches of Union law;
- the internal regulations of the College.

2. Definitions

2.1. **Complaint:** A written or oral submission submitted by a student, aimed at remedying an individual grievance, perceived unfair treatment, or violation of rights related to academic, administrative, or student service matters.

2.2. **International Student:** A student who does not hold Hungarian citizenship and/or who participates in the College's programmes in a foreign language or within an international mobility or degree programme.

2.3. **Complainant:** An international student submitting a complaint in good faith.

2.4. **Quality Development Committee (QDC):** The body responsible for coordinating and supervising complaints management procedures at the College.

3. Submission of Complaints

3.1. International students may submit complaints:

- in writing (electronically or in paper form);

- orally (in person or by scheduled consultation).

3.2. Complaints should be submitted in English or Hungarian. The College shall ensure that international students are not disadvantaged due to language barriers.

3.3. Complaints shall include:

- the description of the issue;
- the date(s) and circumstances concerned;
- the unit, service, or person involved (if known);
- the expected or requested resolution.

3.4. Anonymous complaints may be examined at the discretion of the College if they indicate a serious procedural or academic concern.

4. Procedural Rules

4.1. All complaints and disclosures shall be forwarded to the Head of the Quality Development Committee within five (5) working days of receipt.

4.2. The QDC shall forward the case to the competent organizational unit within three (3) working days.

4.3. If the matter concerns data protection, the opinion of the Data Protection Officer shall be obtained without delay.

4.4. Complaints and disclosures shall be assessed and investigated within twenty-five (25) days.

4.5. If the investigation exceeds thirty (30) days, the complainant or whistleblower shall be informed in writing of the reasons and the expected completion date.

4.6. Upon conclusion of the investigation, the QDC shall inform the complainant or whistleblower of:

- the findings;
- measures taken or planned; or
- reasons for rejection, subject to legal confidentiality restrictions.

5. Data Protection and Confidentiality

5.1. Personal data shall be processed solely for the purpose of handling the complaint or disclosure and in compliance with GDPR and Hungarian data protection law.

5.2. The identity of the complainant or whistleblower shall remain confidential and may only be disclosed where:

- required by law; or
- necessary for criminal or disciplinary proceedings.

5.3. Retaliation against complainants or whistleblowers is strictly prohibited. Any adverse measure taken as a result of a lawful disclosure shall be deemed unlawful.

5.4. If a submission is proven to be made in bad faith and contains deliberately false information, legal consequences may follow.

6. Record Keeping

6.1. The Quality Development Committee shall maintain a secure register containing:

- reference number;
- subject matter;
- date and method of submission;
- procedural steps and findings;
- measures taken;
- closure date.

6.2. Records shall be retained only for the period necessary to fulfill legal obligations and to conclude related procedures.

7. Communication and Support for International Students

7.1. The College shall ensure that international students have access to clear information on complaints procedures via:

- the official website;
- student handbooks;
- international student orientation programmes.

7.2. Upon request, international students may receive procedural guidance from the International Office or designated student support units.

7.3. Complaints shall be handled in a culturally sensitive, non-discriminatory manner, ensuring equal treatment and respect.

8. Procedural Guarantees

8.1. Complaints submitted by international students shall be acknowledged within five (5) working days.

8.2. The investigation shall be conducted impartially, ensuring that the complainant is given the opportunity to clarify or supplement the complaint.

8.3. The outcome of the procedure shall be communicated in English upon request.

10. Final Provisions

10.1. This Policy enters into force on 1 January 2026.

10.2. Upon entry into force, all previous complaint handling policies of the College are repealed.

10.3. Matters not regulated herein shall be governed by applicable Hungarian and European Union law.

Approved by the Senate of Eötvös József College.