

Customer Information

Complaints or public interest disclosure regarding handling of emergency calls

inNOVA included in information

Case group: Complaints / public service announcements

Identifier	Title of form
IN-87	Segélyhívások kezelésével kapcsolatos panasz vagy közérdekű bejelentés
IN-87	Complaints or public interest disclosure regarding handling of emergency calls

This information is effective as of 1 March 2020.

Information

1. Administrative procedure and rules on electronic administration

- a) Electronic administration shall only be accessible and initiated upon customer's prior registration at the Central Registration at www.police.hu.
- b) Using other internet platforms or applications (e.g. e-mails) shall not have legal effects, thus in such cases no substantive administration will happen.
- c) Electronic administration can be initiated at anytime, but substantive measures for the issues shall exclusively be taken on weekdays during business hours (Mon-Thu 0730-1600 hours; Fri 0730-1330 hours).
- d) Applications submitted electronically by customers shall be considered 'received' in accordance with the time period stipulated in subsection 1. c).
- e) Regarding applications received after the time period stipulated in subsection 1. c), the police shall administer such applications the following business day at the earliest.
- f) The electronic form available at www.police.hu shall be filled out as follows:

select "CALL CENTERS" in the menu bar on the right. On the following page, you can choose between " Personnel issues in call centres" and "Complaints / Notices of Public Interest".

Once you have opened the sub-points, you can access the form by clicking on the "nova" icon below the valid "Link / Download" column in the table named "inNOVA".

Forms must be completed as follows:

- select the competent authority “**ORFK Rendészeti Főigazgatóság Ügyeleti Főosztály**” from the drop-down menu;

- fill in the applicant's declaration on a selective basis (opening a new case or holding an ongoing case, permit);
 - fill in the title of the submission (text entry);
 - fill in the text of the submission (text entry), please indicate the exact time and date (year, month, day, hour, minutes) of the complaint call, the telephone number used for the emergency call, personal data of the person reporting (name, address, telephone number) if the complainant and the person reporting are not the same individuals;
 - adopt the Terms of Service for electronic administration at the prospectus (tick the box);
 - You can attach the documents you consider necessary at the bottom of the page;
 - click on the finalize icon to proceed.
- g) Customer may initiate electronic administration in the matter primarily in the following cases (the list is illustrative):
- complaining about the measures taken in reference to the emergency call;
 - complaining about the behaviour or the tone of voice shown to the Customer during the emergency call;
 - etc.
- h) Investigating complaints with the same content, or repeated complaints made by the same complainant or the person making public interest disclosure may be omitted in accordance with Act CLXV of 2013.

2. Tasks, obligations and responsibilities of the Police

- a) The Police shall take measures regarding the electronically submitted applications within 30 days upon the day set in 1. d).
- b) The Police shall not examine the validity of content of the data submitted by a Customer in an electronic form, nor shall Police bear responsibility for such data.
- c) If regarding the application submitted by a Customer in an electronic form, the affected call center does not have jurisdiction, it shall within 8 days forward the application to the relevant authority while simultaneously informing the Customer about it.
- d) During the procedure the Police shall act in good faith.

3. Tasks, obligations and responsibilities of the Customer

- a) The Customer must be registered at the Central Registration.
- b) To use this Service, the Customer must fill out the electronic form appropriately with relevant and genuine data.
- c) Regarding the validity of the content of the data submitted in electronic form, the Client shall assume responsibility; if untruthful data is provided, they shall be liable.
- d) During the procedure the Customer shall act in good faith.
- e) If Customers do not submit their complaints in their own cases, they must credibly demonstrate eligibility. In accordance with the legislation on electronic administration, there is a possibility to create dispositions in the Dispositions Register or attach the certified electronic copy to the application by pushing the 'next – attachments' button.