

Customer Information

Applications for complaints regarding public safety, reports to the police and complaints about measures taken by law enforcement personnel

inNOVA form included in information:

Case Group: Complaint handling

Identifier	Title of form
IN-1248	Közérdekű panasz, bejelentés
IN-1248	Complaints regarding public safety, reports to the police

This information is effective as of 18 December 2020.

Information

If you wish to report any case requiring an immediate police response, please do not report it in an electronic format, but in person at the nearest police station or call its telephone number immediately or dial the free emergency numbers of 107 and 112, respectively.

Complaints regarding public safety, reports to the police

Complaints regarding public safety to the police can be presented and submitted verbally, in writing or in an electronic format (text, e-mail, etc.) that does not qualify as a form of written application, or in an electronic format, qualifying as a form of written application, by filling out and submitting the inNOVA form.

Reports to the police can be presented and submitted verbally, in writing (by post), in an electronic format (text, e-mail, etc.) that does not qualify as a form of written application, or in an electronic format, qualifying as a form of written application, by filling out and submitting the inNOVA.

Using the inNOVA form, you may submit any complaints regarding public safety or reports to the police regarding any matter.

A complaint is an application that intends to put an end to individual impairment or harm, and whose settlement is not subject to other procedures, in particular judicial and administrative procedures. The complaint may contain a suggested solution/remedy.

A complaint regarding public safety calls attention to circumstances whose remedy or removal/termination may serve the interest of the community or the entire society. A complaint regarding public safety may contain a suggested solution/remedy.

A report to the police is considered to be comprised of all communication not subject to a specific format – made known to the police – that contains data and facts from which suspicion

of crime or infringement committed by particular or unknown persons can be inferred. Everyone is entitled to make a report to the police, which can be done by private individuals and legal persons, respectively.