

Bátor Tábor Foundation Complaint Procedure

To our partners we provide access to information and the submission of complaints, remarks and suggestions

Ways of submitting information

Using our following channels you can ask for information about our activities

E-mail: batortabor@batortabor.hu

Phone: +36 1 302 8808

Address: 1135 Budapest, Reitter F. u 46-48.

Rights of customers:

Those who submit a complain has the right to:

- access related documents
- be informed about the evaluation of the complaint
- ask for confidential data handling

Channels of complaint:

All complaints shall be submitted to the CEO of the Foundation in writing on one of the channels above preferably within 2 weeks of complaint cause/learning of the complaint cause.

Registering complaints:

All complaints are registered in our Complaint Register. An annual Complaint Management Report is published on the website about all complaints and their handling.

Investigation of complaints:

It is the CEO who decides if the complaint is rightful. It is the CEO who assigns the responsible staff/external professional to investigate and deal with the complaint and the deadlines. In certain cases the Foundation's Board of Trustees and the Advisory Board shall be involved in the procedure.

After the complaints are investigated and handled, all related documents shall be stored. Person(s) submitting the complaint shall be informed about all corrections

made and all expected outcomes, deadlines of expected changes in all cases. All this data shall be registered in the Complaint Register, too.

Feedback on complaints:

The person(s) submitting the complain shall be informed maximum 15 working days after the complaint is registered about the official organizational standpoint on the matter. In case the investigation require more time, the complainant has to be informed about this in writing within 15 days anyway.