

Customer Information

Complaints

e-Documents included:

Case group: Infringement

Identifier	Title of form
98	Rendbíróságot kiszabó határozat elleni panasz
98	Complaints against a decision imposing a civil fine
100109	Panasz
100109	Complaints
100110	Kényszerintézkedés tárgyában benyújtott panasz
100110	Complaints submitted regarding coercive measures

This information is effective as of 1 January 2018.

Information

This page contains information on complaints that may be submitted regarding the following: general offence proceedings, complaints against decisions imposing a civil fine and complaints submitted regarding coercive measures.

Legislation relating to the procedure:

Act II. of 2012 on infringements, the infringement procedure and the infringement registration system.

Procedure

Submitting a complaint

A complaint can be submitted to the authority dealing with administrative offences against the measures taken and decisions made by the authority, or the failure to take appropriate action, as follows: decisions to impose a civil fine, decisions to impose coercive measures, rejection of a filed complaint, closing the offence procedure, the rejection of a request to refute the fiction of service. The following persons are entitled to submit a complaint: the prosecuted persons and their representatives, the plaintiffs and their representatives, as well as the persons against whom civil fines were imposed and, furthermore, other persons, against non-substantive

decisions and measures of the case, about whom the decision contains provisions and who are or may be affected by the measures, respectively.

The complaint shall be sent to the relevant authority.

Attachments in electronic format may be attached to the complaints.

Receiving the complaint

Complaints and their attachments sent by electronic means (customer portal) shall be forwarded to the document management system of the police via the Central Electronic Service System. The Central System shall then notify customers of the process. The document management system of the police shall automatically receive the complaints and their attachments and then send them to the recipient public authority; the complainant shall automatically be notified. If no automatic notification has arrived from the document management system of the police, it means the complaints and their attachments have not been received by the recipient authority. In such cases it is suggested that the complainant contact the recipient authority on the phone.

Processing a complaint

If the authority dealing with administrative offences finds the complaint justified, it shall uphold it within 3 days, and shall revoke or modify its challenged decision and, furthermore, shall take the necessary measures to annul the situation complained about. Of its decision, the authority shall then inform the complainant, or in case of revocation or modification of the decision, it shall inform those whom it informed about the decision underlying the complaint. The Police shall issue the electronically authenticated copy of the decision to the complainant's customer portal storage space. The assessment of the complaint does not require that the complainant be personally present.

If the authority dealing with administrative offences does not uphold the complaint, it shall send the documents within three days to the relevant public prosecutor's office. The public prosecutor's office shall assess the complaint regarding coercive instruments within three days, in other cases within eight days and then shall respond as follows: they reject it as unfounded, they abrogate the decision or, where appropriate, they instruct the authority dealing with administrative offences to continue with the procedure.