

COMPLAINTS HANDLING POLICY

PENSION NAME AND ADDRESS:

Bogáthy Kúria 4361 Nyírbogát, Sport utca 2.

1. PURPOSE OF THE COMPLAINTS MANAGEMENT POLICY

In order to satisfy the complaint handling needs of the guests of the pension to a higher level and to handle them efficiently, the following policy has been developed.

2. PRINCIPLES OF THE REGULATIONS

PRINCIPLE OF FULL INVESTIGATION AND RESPONSE TO COMPLAINTS:

The most important thing for the pension is that its guests are always satisfied with our pension with the service provided by. That is why their complaints must be investigated impartially and fully, on an equal footing, which can provide us with important information. After the investigation of the complaint, our pension undertakes to provide an answer in which it covers in detail the results of the full investigation of the complaint, the measures for the proposed settlement and resolution of the complaint.

3. SCOPE OF THE REGULATIONS

PERSONAL SCOPE:

The scope of these regulations extends to all employees of our pension who come into direct contact with guests. These employees are required to familiarize themselves with the provisions of these regulations and are personally responsible for complying with them.

MATERIAL SCOPE:

The scope of the regulations covers complaint handling activities related to the reporting of complaints. These policies do not cover the handling of complaints that do not qualify as a complaint.

4. DETAILED PROVISIONS

THE COMPLAINT:

A complaint is any objection to the service or omission of the pension, for the settlement of which the complainant clearly and explicitly requests the procedure of the pension. We ask our guests to report their objections directly to our pension or to the contact details indicated below, and not to contact any other body or authority. It is not considered a complaint if the guest requests general information, an opinion or a resolution from the pension.

THE COMPLAINANT:

You may be a complainant under any CLV Act of 1997 on consumer protection a person who is a consumer who has used the services of a boarding house.

HOW TO FILE A COMPLAINT:

- An oral complaint
- In person at our pension, our address: **4361 Nyírbogát, Sport utca 2.**
- By phone at **+36 70 6 78 78 79**
- Written complaint
- By post: **P&P Kft. (Bogáthy Kúria Reception) 4361 Nyírbogát Sport utca 2.**
- By e-mail: **info@bogathykuria.hu**
- In our pension with a written complaint in the customer's book: it can be found at the reception desk

COMPLAINT HANDLING DEADLINES:

The pension will respond to the written complaints on the merits within the 30 days required by law. We will also treat emails sent to the above contact as a written complaint. In our pension, we also treat written complaints submitted to the complainant both in the customer's book and in other formats as complaints.

If possible, the pension will resolve oral complaints on the spot, immediately, and if this is not possible, it will take minutes of the oral complaint. If possible, the minutes shall be finalized with the consent of the complainant and a copy shall be given to the complainant. If the latter is not possible, the minutes shall be sent at the latest at the same time as the reply to the oral complaint - no later than the 30th day following receipt of the complaint.

WHEN RECORDING THE REPORT, THE PENSION RECORDS AT LEAST THE FOLLOWING DATA:

- The name and address of the guest (complainant),
- The place, time and manner of submitting the complaint,
- A detailed description of the complaint, the documents, documents and other documents presented by the complainant list of evidence,
- A statement by the company of its position on the complaint, if any immediate investigation is possible,
- The person taking the minutes and - by telephone or other electronic means of communication with the exception of an oral complaint communicated using the service - the signature of the complainant,
- Place and time of recording the minutes,
- In the case of an oral complaint communicated by telephone or other electronic communications service, the unique identification number of the complaint.

COMPLAINT HANDLING:

The guest house registers all complaints, paying particular attention to the protection of personal data. The personal data requested are for identification purposes only and may not be used for any other data collection purposes.

The data of the guest submitting the complaint shall be processed in accordance with the provisions of Act CXII of 2011 on the right to information self-determination and freedom of information.

DATA THAT CAN BE REQUESTED FROM THE GUEST DURING THE COMPLAINT HANDLING:

- Name
- Address, registered office, mailing address
- Telephone number
- Method of notification
- Service affected by the complaint
- Description of the complaint, reason
- Complainant's claim
- A copy of the documents needed to investigate the complaint
- A power of attorney valid in the case of an authorized customer
- A description of any other information or circumstances that may be necessary to investigate the complaint.

The guest's personal information listed above is required for identification and efficient case management.

COMPLAINT REGISTER:

The pension registers the received complaints according to uniform principles. The register has been designed to clearly identify the date of the response. The register is suitable for revealing, identifying, correcting and summarizing the facts that are the cause of the complaint.

INVESTIGATION OF THE COMPLAINT:

Investigation of the complaint is free of charge! The complaint will be investigated in the light of all the relevant circumstances. The language of the complaint is Hungarian. An employee of the pension who has been involved in the measure or decision may not take part in the decisions related to the complaint.

In the case of a complaint concerning a quality complaint, the form entitled „Protocol on the consumer's quality complaints" must be completed in all cases, regardless of whether the complaint is written or oral. The content of the protocol is regulated by Decree 49/2003 GKM.

COMMUNICATION OF THE DECISION ON THE HANDLING OF COMPLAINTS:

The pension will forward the decision on the merits of the complaint to the complainant with a precise, comprehensible and clear justification and in writing. If the document notifying the substantive decision refers to legislation, in addition to indicating the place of legislation, its substantive provision must also be described.

In the event of a rejection of the complaint or the failure to comply with the 30-day statutory deadline for replying to the complaint, the guest may contact the bodies or authorities listed below.

ADDITIONAL ENFORCEMENT OPTIONS FOR THE BUYER:

In the event of the rejection of the complaint or the expiration of the 30-day statutory deadline for the investigation of the complaint, the guest may apply to the following bodies and authorities:

If the complaint handling activity of the pension has not been carried out to the satisfaction of the complainant, or if the complaint has been rejected by the pension, you can request the free procedure of the territorially competent Conciliation Bodies. In order to initiate the procedure, a guest who qualifies as a consumer may initiate

proceedings at the contact details of the Conciliation Board operating next to the competent county chamber of commerce of the consumer's place of residence or the place of activity of the service obligor. You can access the list of county organizations at www.bekeltetes.hu, among others. In cases such as this, the consumer has the option of going to court, for example if the conciliation has not produced a satisfactory result for him.

LIST OF COUNTY ORGANIZATIONS:

Bács-Kiskun megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 6000 Kecskemét, Árpád krt. 4.

Phone: 06-76-501-500

Fax: 06-76-501-538

Mailing address: Bács-Kiskun Megyei Kereskedelmi és Iparkamara
6001 Kecskemét Pf. 228.

E-mail: mariann.matyus@bkmkik.hu

Website: www.bacsbekeltetes.hu

Békés megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 5600 Békéscsaba, Penza ltp. 5.

Phone: 06-66-324-976

Fax: 06-66-324-976

Borsod-Abaúj-Zemplén Megyei Gazdasági Kamarák mellett működő Békéltető Testület

Address: 3525 Miskolc, Szentpáli u. 1.

Phone: 06-46-501-091, 501-870

Fax: 06-46-501-099

E-mail: kalna.zsuzsa@bokik.hu

Budapesti Kereskedelmi és Iparkamara mellett működő Budapesti Békéltető Testület

Address: 1016 Budapest, Krisztina krt. 99.

Phone: 06-1-488-2131

Fax: 06-1-488-2186

E-mail: bekelteto.testulet@bkik.hu

Csongrád megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 6721 Szeged, Párizsi krt. 8-12.

Phone: 06-62-554-250/118

Fax: 06-62-426-149

E-mail: bekelteto.testulet@csmkik.hu



Fejér megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.

Phone: 06-22/510-310 vagy 06/22-510-323

Fax: 06-22-510-312

E-mail: fmkik@fmkik.hu vagy csilla.szaller@fmkik.hu

Győr-Moson-Sopron megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 9021 Győr, Szent István út 10/a.

Phone: 06-96-520-217

Fax: 06-96-520-218

E-mail: bekelteto@gymkik.hu

Hajdú-Bihar megyei Békéltető Testület

Address: 4025 Debrecen, Petőfi tér 10.

Ügyintézés helyszíne: 4025 Debrecen Vörösmarty u. 13-15.

Phone: 06-52-500-710, 06-52-500-745

Fax: 06-52-500-720

E-mail: bekelteto@hbkik.hu

Heves megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 3300 Eger, Faiskola út 15.

Phone: 06-36-429-612/122

Fax: 06-36-323-615

E-mail: eniko.kovacs@hkik.hu

Jász-Nagykun-Szolnok Megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 5000 Szolnok, Verseggy park. 8. III. emelet 305.-306. szoba.

Phone: 20/373-2570

E-mail: bekeltetotestulet@jnszmkik.hu

Komárom-Esztergom megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 2800 Tatabánya, Fő tér 36.

Phone: 06-34-513-027

Fax: 06-34-316-259

Email: kemkik@kemkik.hu



Nógrád Megyei Békéltető Testület

Address: 3100 Salgótarján, Alkotmány u. 9/A

Phone: 06-32-520-860

Fax: 06-32-520-862

E-mail: nkik@nkik.hu

Baranya Megyei Békéltető Testület

Address: 7625 Pécs, Majorossy I. u. 36.

Phone: +36-72/507-154, fax: +36-72/507-152, 20/283-3422

E-mail: bekelteto@pbkik.hu, web: www.pbkik.hu, www.pecsikamara.hu

Pest Megyei Békéltető Testület

Address: 1119 Budapest, Etele út 59-61. II. emelet 240.

Levelezési cím: 1364 Budapest, Pf.: 81

Phone: 06-1-269-0703

Fax: 06-1-269-0703

Somogy Megyei Békéltető Testület

Address: 7400 Kaposvár, Anna u. 6.

Phone: 06-82-501-000, 06-82-501-000

Fax: 06-82-501-046

Szabolcs-Szatmár-Bereg megyei Kereskedelmi és Iparkamara mellett szervezett Békéltető Testület

Address: 4400 Nyíregyháza, Széchenyi u. 2.

Phone: 06-42-311-544

Fax: 06-42-311-750

E-mail: bekelteto@szabkam.hu

Tolna Megyei Békéltető Testület

Address: 7100 Szekszárd, Arany J. u. 23-25.

Phone: 06-74-411-661

Mobile: 0630-6370-047

Fax: 06-74-411-456

E-mail: kamara@tmkik.hu

Vas Megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 9700 Szombathely, Honvéd tér 2.

Phone: 06-94-312-356

Fax: 06-94-316-936

E-mail: pergel.bea@vmkik.hu

Veszprém Megyei Békéltető Testület

Address: 8200 Veszprém, Radnóti tér 1. Pf.: 220

Phone: 06-88-429-008, 08-88-814-111

Fax: 06-88-412-150

E-mail: bekelteto@veszpremikamara.hu

Zala Megyei Kereskedelmi és Iparkamara mellett működő Békéltető Testület

Address: 8900 Zalaegerszeg, Petőfi u. 24.

Phone: 06-92-550-513

Fax: 06-92-550-525

E-mail: zmbekelteto@zmkik.hu

If the pensioner has violated the legislation provided to the consumer during the complaint handling process (thus, among other things, did not respond to the written or oral complaint in a timely or substantive manner, misled the consumer, or committed other consumer protection-related violations), the consumer Authority (NFH). The territorial bodies of the NFH are the Consumer Protection Inspectorates of the county Government Offices, which can be found in all county seats.

REGISTER OF COMPLAINTS:

The pension will store complaints received in writing in a well-identified and retrievable manner until the following deadline:

- For 5 years in case of entry in the customer book
- In the case of an e-mail, the time, subject and response time of the complaint for 5 years
- For 5 years in the case of a postal letter

5. FINAL PROVISIONS**Entry into force: 01.06.2021**

The provisions of the Regulations shall apply from this date until revoked.

01.06.2021.

Operator
P&P Kereskedelmi és Szolgáltató Kft.
4361 Nyírbogát, Sport utca 2.