Joint Instruction No. 3/2026 (12 May 2026)
of the Rector and the President of Dennis Gabor University
on the procedure for handling student complaints and suggestions

Pursuant to the authorisation set out in Section 2(2) of the Organisational and Operational Regulations of Dennis Gabor University, and having regard to Section 22/A(3) of the Student Requirements System, for the purpose of establishing the rules governing the submission, handling, investigation and response to student complaints and suggestions, as well as the rules on the systemic analysis of student feedback, we hereby issue the following

Instruction.

Section 1
Purpose of the Instruction

(1) The purpose of this Instruction is to ensure the prompt, effective and transparent handling of complaints affecting students; to ensure that suggestions are taken into account in the development of institutional operations; and to ensure that student feedback serve as feedback that can be utilised by the quality management system.

(2) This Instruction establishes a student-friendly procedure that provides clear and traceable rules for receiving, handling, responding to and analysing at system level student feedback relating to the University's operations, procedures, omissions or services.

Section 2
Scope of the Instruction

(1) The personal scope of this Instruction extends to all students, lecturers and researchers of the University, as well as to persons employed by, or engaged in any other employment-related legal relationship with, the University.

(2) The material scope of this Instruction extends to all student complaints and suggestions relating to the University's operations, procedures, omissions or services.

(3) This Instruction shall not apply to matters for which legislation, the Organisational and Operational Regulations of the University or any other internal regulation of the University provides for a separate legal remedy procedure or any other special procedure.

Section 3
Interpretative Provisions

(1) For the purposes of this Instruction:

1. *anonymous complaint* means a complaint submitted by a student without providing any data suitable for personal identification;
2. *other type of student case* means, in particular, a request for legal remedy, a study-related or equity request, a request for information, opinion or position

statement, and any other case for which legislation or an internal regulation provides a different procedure;

3. *suggestion* means a student comment or initiative concerning the activities or services of the University, aimed at developing, improving or increasing the efficiency of the University's operations;

4. *quality management feedback* means the analysis and use of aggregated and anonymised information derived from student complaints, suggestions and other reports, which supports the continuous improvement of the University's operations, educational, administrative and student service processes;

5. *international student* means a student participating in a foreign-language programme of the University, or a student for whom foreign-language administration is justified for the substantive submission and understanding of the complaint;

6. *complaint* means a student report, comment or objection arising in connection with the University's operations, procedures, omissions or services, which does not fall within the scope of a legal remedy procedure and in which the student objects to an activity, measure or omission of the University.

(2) A suggestion, a request for information, opinion or position statement, or any submission which, by its content, qualifies as a request for legal remedy or another student case to be assessed under a separate procedure, shall not qualify as a complaint.

Section 4
General Rules on the Handling, Analysis and Feedback of Complaints and Suggestions

(1) In handling student complaints and suggestions, the University shall act in accordance with the applicable legislation and the internal regulations of the University.

(2) The complaint-handling procedure shall not constitute a legal remedy or appeal procedure; its purpose is to investigate and respond to student feedback, and to identify experience and findings that may contribute to the development of institutional operations.

(3) The submission of a complaint shall not be conditional upon prior consultation with the person concerned by the complaint. Where the nature of the case so permits, the student may attempt direct consultation, but failure to do so shall not, in itself, prevent the complaint from being accepted and investigated.

(4) The Study Centre shall be responsible for receiving, pre-screening, registering and administratively handling student complaints and suggestions. The Study Centre shall determine whether the submission qualifies as a complaint, a suggestion or another student case.

(5) In order to resolve disputed situations, the Study Centre may, depending on the nature of the case, carry out mediation or conciliation activities.

(6) Suggestions shall be registered by the Study Centre and forwarded, according to their subject matter, to the organisational unit concerned. A suggestion submitted by a student shall not, in itself, give rise to an obligation to make a substantive decision.

(7) The Study Centre shall systematically collect and analyse the data and experience arising from the handling of complaints and suggestions, in compliance with the applicable data protection and records management rules. Where necessary, it shall inform the organisational unit concerned or the management of the University of recurring or system-level problems, so that these may be utilised in the University's quality management and development processes.

Section 5
Principles Governing the Handling of Complaints and Suggestions

(1) In handling complaints and suggestions, the University shall act in accordance with the applicable legislation and its internal regulations, taking into account the following principles:

a) **lawfulness and proper exercise of rights:** in handling complaints and suggestions, the University shall apply the legislation and internal regulations applicable to it in accordance with their intended purpose;

b) **impartiality:** only persons from whom an objective and unbiased assessment of the case may be expected, and in respect of whom no conflict of interest exists, may participate in the assessment of a complaint or in the handling of a suggestion;

c) **good faith and cooperation:** all persons participating in the handling of complaints and suggestions shall act in good faith and cooperate with one another;

d) **protection of students acting in good faith:** no student acting in good faith shall suffer any disadvantage as a result of submitting a complaint or suggestion;

e) **transparency and clarity:** the University shall ensure that the procedure for handling complaints and suggestions is clear, traceable and readily understandable for students;

f) **efficiency and simplicity:** the University shall organise the handling of complaints and suggestions in a manner that does not impose any unjustified burden on the student or on other participants in the procedure, and enables the matter to be closed within a reasonable time, having regard to the nature of the case;

g) **quality development feedback:** the University shall analyse the experience gained from student complaints and suggestions in aggregated form, identify processes requiring development on the basis of recurring reports, and, where necessary, initiate measures.

Section 6
Submission and Receipt of Complaints and Suggestions

(1) Complaints and suggestions shall be submitted using the form set out in Annex 1, by e-mail to info@gde.hu. The Study Centre shall be responsible for receiving, pre-screening, registering and coordinating the handling of complaints and suggestions.

(2) Complaints and suggestions may be submitted either in an identified or anonymous manner. In the case of an anonymous complaint or suggestion, the University shall not provide individual feedback.

(3) A complaint may be submitted by the student within 30 days of becoming aware of the event complained of, but no later than 90 days from the occurrence of that event. In justified cases, the Study Centre may also examine a late complaint on its merits.

(4) Complaints and suggestions may be submitted in Hungarian or English. In the course of complaint handling, the University shall provide international students with information and responses in English.

Section 7
Pre-screening of Complaints and Suggestions

(1) The Study Centre shall examine and register the incoming student enquiry and determine whether it qualifies as a complaint, a suggestion or another type of student case.

(2) If, on the basis of its content, the submission qualifies as a request for legal remedy, a study-related request or a request for equitable consideration, a request for information or position statement, or another matter to be assessed under a separate procedure, it shall not be handled as a complaint. The student shall be informed of this and of the possible procedural route.

Section 8
Organisational Unit Authorised to Investigate Complaints

(1) Complaints shall be investigated by the Study Centre.

(2) In the course of investigating a complaint, the Study Centre shall be entitled to obtain the documents, statements and other information necessary to clarify the facts of the case, and to contact the organisational units concerned.

(3) Having regard to the subject matter of the case, the Study Centre may, where necessary and in compliance with the rules on the protection of personal data, involve the Vice-Rector for Education, the President of the Student Union, the Legal Director and the organisational unit concerned. The involvement of the President of the Student Union shall serve to ensure that student representation considerations are taken into account.

(4) The Study Centre shall inform the Rector without delay if the complaint concerns a matter that has a significant impact on the operation of the University, affects several students, raises the suspicion of a serious infringement of rights, entails a high institutional risk, or may jeopardise the reputation of the University.

(5) The involvement of the Legal Director shall be particularly justified where the complaint concerns an issue of legal interpretation, data protection, liability, conflict of interest or any other legal matter.

(6) The following persons may not participate in the investigation of a complaint:
a) any person who personally committed or caused the act or omission concerned by the complaint;
b) a close relative of the person referred to in point a);
c) any person from whom an objective and impartial assessment of the case cannot be expected for any other reason.

Section 9
Procedure for Investigating and Closing Complaints

(1) The University shall investigate and respond to the complaint within 30 days of its receipt.

(2) If further data, documents or statements are required for the investigation of the complaint, the Study Centre may request the complainant to submit supplementary information, setting an appropriate deadline. The time allowed for submitting supplementary information shall not be included in the administrative time limit.

(3) Where the nature of the complaint so permits, the University shall remedy the submitted complaint without delay. If this is not possible, the University shall ensure that the complaint is investigated and that the necessary measures are taken. Written information shall be provided to the complainant, provided that the complainant is identifiable.

(4) The Study Centre shall provide a written response on the outcome of the investigation of the complaint. The response shall not constitute a formal decision.

(5) Where necessary, the Study Centre shall consult the Vice-Rector for Education, the Legal Director or the organisational unit concerned on the response. The written response shall include precise, readily understandable and clear reasoning. Where the response refers to legislation or an internal regulation, the provision referred to shall be identified precisely and, where necessary, its text or the relevant part thereof shall be set out.

(6) A complaint may be closed without substantive examination if:
a) the complaint was submitted after the prescribed deadline for submission;
b) it does not fall within the material scope of this Instruction;
c) the same complainant submits a repeated complaint in the same matter, on the basis of the same facts, without indicating any new circumstance;
d) the anonymous complaint does not contain the data required for its investigation.

Section 10
Register, Analysis and Feedback

(1) The Study Centre shall keep a register of complaints and suggestions that is suitable for retrieving cases, monitoring case handling, and enabling the aggregated, anonymised analysis of student feedback and its use for quality management purposes.

(2) The register shall be capable of showing:
a) the type of case;
b) the subject matter of the complaint or suggestion;
c) the date of submission;
d) the manner and date of the closure of the case.

(3) Documents and data generated in the course of complaint handling and the handling of suggestions shall be retained by the University in accordance with the applicable legislation and the University's internal records management and data processing rules.

(4) The Study Centre shall prepare an annual analysis of complaints and suggestions for quality management purposes for the members of the Management Meeting. The annual analysis may be based solely on aggregated and anonymised data. The purpose of the analysis is to identify the areas most frequently concerned, recurring problems and development needs relating to student services, as well as possible measures aimed at improving institutional operations, administration, educational organisation and student support processes.

(5) The Study Centre shall send the findings of the annual analysis to the Vice-Rector for Education and to the person responsible for quality management. On the basis of the annual analysis, the organisational units concerned may, where necessary, initiate development measures, amendments to procedures, information measures or other corrective measures.

Section 11
Final Provisions

(1) This Instruction shall enter into force on 12 May 2026.

(2) Upon its entry into force, Instruction No. 4/2023 (24 July) of the Rector and the President of Dennis Gabor University on the procedure for handling student complaints shall cease to have effect.

Budapest, 12 May 2026

Dr Krisztina Zimányi,
Rector

Dr Ferenc Dietz,
President

Annex 1 to the Instruction on the Procedure for Handling Student Complaints and Suggestions

STUDENT COMPLAINT AND SUGGESTION SUBMISSION FORM[1]

I. Type of submission

☐ complaint ☐ suggestion

II. Details of the person submitting the form[2]

1. Name:

2. Neptun code:

3. E-mail address:

III. Subject matter of the submission

1. Name of the organisational unit or person concerned by the complaint or suggestion, if known:
2. Brief description of the event, procedure, conduct or omission complained of or concerned by the suggestion:
3. Date or period of the event complained of or concerned by the suggestion:

4. Detailed description of the complaint or suggestion:

IV. Background

1. Has there been any prior consultation in the matter? ☐ yes ☐ no

2. If yes, with whom and when did the consultation take place?

3. What was the outcome of the consultation?

V. Requested measure or proposed solution

1. What measure or change do you propose?

Annexes

List of documents, evidence, correspondence and other records:

Date:

Signature (optional):

The processing of personal data in connection with the submission of this form shall be governed by the University's privacy notice.

[1] The completed form shall be sent to the following e-mail address: info@gde.hu

[2] In the case of an anonymous complaint, providing personal data is not mandatory.