# Customer Information

## Applications for complaints regarding public safety

**inNOVA form included in information:**

Case Group: Complaint handling

| Identifier | Title of form |
|---|---|
| **IN-1248** | **Közérdekű panasz, bejelentés** |
| **IN-1248** | **Complaints regarding public safety** |

**This information is effective as of 30 September 2025.**

## Information

If you wish to report a case requiring immediate police action, please do not do so electronically, but in person at the nearest police station or by calling the free emergency number 112.

Complaints and reports in the public interest

A complaint is a request aimed at remedying an individual infringement of rights or interests, the handling of which does not fall within the scope of other procedures, in particular judicial or administrative procedures. A complaint may also contain a proposal.

A report in the public interest draws attention to a circumstance whose remedy or elimination serves the interests of the community or society as a whole. A report in the public interest may also contain suggestions.

If you wish to file a criminal or misdemeanor report, you can do so by filling out the form provided by the Criminal Investigation Department or the Administrative Police, which is available at the following link: https://ugyintezes.police.hu/web/guest/uj-ugy-inditasa

The reporter is responsible for the content of the report. In particular, you may not deliberately accuse another person of committing a crime, misdemeanor, or disciplinary offense in your report, nor may you provide false evidence to the authorities in this regard.

The complainant may not make a complaint that is obviously false and that forms the basis for criminal proceedings against another person. In both cases, the submission of the complaint will have criminal law consequences!

Repeated complaints or reports of public interest with the same content made by the same complainant or reporter of public interest may be disregarded. They may also be disregarded if the complainant submitted their complaint more than six months after becoming aware of the alleged activity or omission.

The authority competent to conduct the proceedings shall refrain from investigating complaints submitted more than one year after the occurrence of the activity or omission complained of.

The authority competent to conduct the proceedings shall deal with the complaint or report in the public interest within thirty days of its receipt by the authority.

If the investigation underlying the complaint or report in the public interest is expected to take longer than thirty days, the complainant or the person making the report in the public interest shall be informed thereof, indicating the expected date of completion and the reasons for the extension of the investigation.

The body authorized to conduct the procedure shall maintain contact with the complainant and the person making the report in the public interest, and may request them to supplement or clarify the complaint or report, to clarify the facts of the case, and to provide further information.

The body authorized to conduct the proceedings shall hear the complainant or the person reporting in the public interest if the content of the complaint or report in the public interest so requires.

If, in the course of investigating the complaint or report in the public interest, the body authorized to conduct the proceedings finds that it falls within the scope of another procedure,

a) if it has the relevant powers and responsibilities, it shall initiate the other procedure,

b) if it does not have the relevant powers and responsibilities, it shall immediately refer the matter to the body competent to initiate and conduct the other procedure, and at the same time notify the complainant or whistleblower thereof.

If it becomes apparent to the body authorized to conduct the proceedings that the complainant or whistleblower has provided false data or information in bad faith, it may terminate the investigation underlying the complaint or whistleblowing report without taking any action.

If it becomes apparent that the whistleblower has provided false data or information in bad faith and this gives rise to circumstances indicating the commission of a criminal offense or administrative offense, their personal data shall be transferred to the body or person authorized to conduct the proceedings. The same procedure shall apply if there are reasonable grounds to believe that the reporting person has caused unlawful damage or other legal injury to another person; in such cases, their personal data shall be transferred to the authority or person authorized to initiate or conduct the proceedings at their request.

If an authorized representative or legal representative is acting on your behalf, it is necessary in all cases to attach a document certifying the right of representation.