

COMPLAINT HANDLING POLICY

BABYGARDEN DAYCARE FAMILY WISDOM NETWORK

July 31, 2023

Anna Bodó Virág

maintainer

I. INTRODUCTION

The **BabyGarden Daycare Nonprofit Kft.** (headquarters: 1026 Budapest, Pasaréti út 3.; tax number: 29210545-1-41; company register number: 01-09-383410; represented by: managing director Anna Bodó Virág) as maintainer (hereinafter: **Maintainer**), the child under contract with the family daycare center and receiving care (hereinafter: **Child**) parent or other legal representative (hereinafter: **Parent**) and the Child (hereinafter together: **Complainant**) has drawn up this complaint handling policy (hereinafter: **Szabályzat**). The Maintainer of the Regulations shall comply with the relevant regulations - especially the XXXI of 1997 on the protection of children and guardianship administration. law (hereinafter: **Reg.**) - was created taking into account.

The Maintainer draws attention to the fact that Gyvt. In view of Section 35 (6), you do not have to operate an interest representation forum for the protection of the interests of the Child.

II. BASIC PRINCIPLES

The aim of the Maintainer is to investigate complaints quickly and thoroughly, and to remedy discovered errors. Complaints and comments are used by the Maintainer to improve its service. Treats Complainants without discrimination, equally and according to the same procedures. The complaint handling procedure is fair and meaningful, during which the cause and rationale of the complaint must be revealed and then remedied as soon as possible.

III. PURPOSE OF THE REGULATIONS

In the contract with the Parents and in these Regulations, the Maintainer complies with Gyvt. of its provisions, so in these Regulations, it wishes to inform the Parent and the Child about the way to exercise their right to complain.

ARC. SCOPE OF THE REGULATION

The Regulations are effective from July 31, 2023 until withdrawn.

V. SUBJECT OF THE REGULATION

The complaint can be made:

- a) in order to remedy objections concerning the supply;
- b) regarding the termination of voluntarily used care;

c) in the case of violation of children's rights, as well as breach of obligations by the Maintainer's employees; d) the Gyvt. 136/A. in case of refusal to inspect documents according to §.

VI. COMPLAINT HANDLING PROCEDURE

1. Method of handling complaints

The complainant may file a complaint with the manager of the Maintainer or the deputy manager, in person and in writing, as follows:

a) Verbal complaints can be made in person from Monday to Friday, between 9:00 a.m. and 4:00 p.m.; b) A written complaint can be sent by post at any time to the address György Aladár utca 16, 1125 Budapest or electronically at any time to the info@babygardendaycare.com at e-mail address.

2. Procedure for handling complaints

The Maintainer of the complaint **in 15 days** investigates internally and informs the Complainant about the results of the investigation, and in the case of a well-founded complaint, provides information about the possible way to remedy the complaint. The decision concerning the complaint may be acceptance of the complaint, partial acceptance or rejection of the complaint.

The Maintainer can convene a conciliatory conversation with the Complainant at a pre-arranged time, during which they can jointly discuss the problem, possible ways of handling it, and its progress. If more than one parent is involved in the complaint, the joint discussion must seek a solution that takes into account the interests of the entire community.

The institution does not investigate anonymous reports or complaints raised by anonymous letters.

If a verbal complaint cannot be resolved on the spot, or if the Complainant did not agree with the handling of the complaint, the manager or the deputy manager will take minutes of the complaint, which will be handed over to the Parent, who will confirm receipt with his signature. No record is made of oral, locally settled complaints.

Instead, the manager of the Maintainer maintains a complaint register of complaints, to which the protocol (if prepared) is attached.

The Maintainer will keep the written complaints - including the complaint register - as well as the answers given to them for the necessary time, but for a maximum of 3 years. The processing of personal data is exclusive

House rule [•] s. annex

serves the purpose of registering and assessing the complaint. Provisions affecting the Complainant's rights related to data management are contained in the Data Management Information of the Maintainer.

VII. COMPLAINT RIGHTS

If the Complainant does not receive any information regarding the complaint within 15 days after submission, or if he does not agree with the action taken, he is entitled to contact the Children's Rights Representative. The Children's Rights Representative also helps the Child in formulating his complaint and can initiate its investigation.

Name and contact details of the Child Welfare Representative:

Name: Ágnes Bánházi

E-mail address: agnes.banhazi@ijsz.bm.gov.hu

Tel.: +36 20 4899 621.

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Appendix No. 1

COMPLAINT RECORD SHEET	
Serial number:	File number:
Time to submit a complaint:year.....month.....d ay
How to submit a complaint (a appropriate underlined):	oral in writing: postal letter / personally delivered letter / e-mail

Complainant details:	<p>Personal data (name, address)</p> <p>Person acting on his behalf:</p> <p>Contact information (mailing address, telephone, e-mail, fax): Deadline for closing complaints:</p>
<p>Description of the complaint:</p> <p>Person responsible for investigation and action:</p>	
Information obtained during the investigation, etc. short description:	
Description of the measure to remedy the complaint and, in case of rejection, its justification:	
Time and method of responding to a complaint:	
Name of attached attachments:	