



Lodging a complaint

with the Minority Ombudsman



The main task of the Minority Ombudsman is to investigate or inquire into cases of maladministration in relation to nationality rights and equal treatment and to initiate specific or general measures to remedy them.



The guide answers the following questions.



WHO
can make a
complaint?



WHAT
should the
complaint
contain?



IN WHAT
form and
WHERE can a
complaint be
submitted ?



Who can make a complaint?

Anyone may lodge a complaint with the Minority Ombudsman, either **on their own behalf or on behalf of a nationality community**:

- because of an act or omission by a **public authority or a public service body** exercising a public or local authority function
- if he or she or the members of the group he or she represents has suffered harm in connection with **the exercise of their nationality rights as members of a nationality community or as an individual**, or
- if he or she, or the members of the community he or she represents, has been or is at risk of being **discriminated** against on the grounds of their affiliation with a nationality group.

The Minority Ombudsman may not act if the petitioner has not exhausted the administrative remedies available to him or her or if the case is pending before a court or has been the subject of a final court decision

It is important to know that the Minority Ombudsman's proceedings are free of charge for the complainant and under the law, in principle, no one may be retaliated for initiating such proceedings.



What should the complaint contain?

If you submit a complaint in writing, the Minority Ombudsman should be aware of the following in order to open and conduct an effective investigation:

- your name and address and, if you have one, your e-mail address and telephone number;
- which nationality community you belong to;
- the state or local government institution, authority or public service concerned, the time and the circumstances of violation of your rights, and
- the type of violation of rights (discrimination, harassment, segregation, retaliation) you have suffered.

If you are concerned that your complaint may lead to retaliation by the body complained of, you may ask that the Minority Ombudsman does not reveal your name during the procedure.



In what form and where can the complaint be submitted?

E-mail address:	panasz@ajbh.hu
Intelligent form:	https://www.ajbh.hu/en/forduljon-a-biztoshoz
Mail address:	Alapvető Jogok Biztosának Hivatala 1387 Budapest Pf. 40.
Telephone:	(06-1) 475-7100
In person:	
- prior appointment:	(06-1) 475-7100
- opening hours of the complaints office:	Monday - Thursday: 8:00 - 16:00 Friday: 8:00 - 12:00
- address of the complaints office:	1055 Budapest, Falk Miksa utca 9-11.



Regional offices

GYŐR

GYŐR REGIONAL OFFICE West Transdanubian Region Center
(Győr-Moson-Sopron, Vas, Zala counties)

9024 Győr, Kálvária utca 1-3. (Nádor Irodaközpont), floor III, office 303 [\[map\]](#)
+36 30 085 4131

Clients should book in advance for a consultation with the Regional Office.

Office hours:

Monday, Tuesday: client service over the phone from 8:00 to 16:00,

Wednesday: from 8:00 to 16:00

Thursday: from 8:00 to 16:00

Friday: client service over the phone from 8:00 to 12:00

SZEGED

SZEGED REGIONAL OFFICE South Great Plain Region Center
(Bács-Kiskun, Békés, Csongrád-Csanád counties)

6722 Szeged, Gogol utca 3. (Gogol Center) floor III, office 13 [\[map\]](#)
+36 30 085 4129

Clients should book in advance for a consultation with the Regional Office.

Office hours:

Monday: from 8:00 to 16:00

Tuesday: from 8:00 to 16:00

Wednesday, Thursday: client service over the phone from 8:00 to 16:00,

Friday: client service over the phone from 8:00 to 12:00

DEBRECEN

DEBRECEN REGIONAL OFFICE North Great Plain Region Center
(Hajdú-Bihar, Jász-Nagykun-Szolnok, Szabolcs-Szatmár-Bereg counties)

4025 Debrecen, Piac utca 79. floor II [\[map\]](#)
+36 30 126 2242

Clients should book in advance for a consultation with the Regional Office.

Office hours:

Monday: from 8:00 to 16:00

Tuesday: from 8:00 to 16:00

Wednesday, Thursday: client service over the phone from 8:00 to 16:00,

Friday: client service over the phone from 8:00 to 12:00



Regional offices

MISKOLC

MISKOLC REGIONAL OFFICE North Hungary Region Centre
(Borsod-Abaúj-Zemplén, Heves, Nógrád counties)

3530 Miskolc, Görgey Artúr utca 5. (Tudomány és Technika Háza) ground floor 01 [\[map\]](#)
Tel: +36-30/085-4136

Clients should book in advance for a consultation with the Regional Office.

Office hours:

Monday, Tuesday: client service over the phone from 8:00 to 16:00,

Wednesday: from 8:00 to 16:00

Thursday: from 8:00 to 16:00

Friday: client service over the phone from 8:00 to 12:00

SZÉKESFEHÉRVÁR

SZÉKESFEHÉRVÁR REGIONAL OFFICE Central Transdanubian Region Centre
(Komárom-Esztergom, Fejér, Veszprém counties)

8000 Székesfehérvár Rákóczi utca 1. (Panorama Offices Irodaház) floor III, office 304 [\[map\]](#)
+36-30/126-2109

Clients should book in advance for a consultation with the Regional Office.

Office hours:

Monday: from 8:00 to 16:00

Tuesday: from 8:00 to 16:00

Wednesday, Thursday: client service over the phone from 8:00 to 16:00,

Friday: client service over the phone from 8:00 to 12:00

PÉCS

PÉCS REGIONAL OFFICE South Transdanubian Region Centre
(Baranya, Somogy, Tolna counties)

7626 Pécs, Koller utca 7. (Janus Irodaház) floor I, office 13 [\[map\]](#)
+36-30/085-4135

Clients should book in advance for a consultation with the Regional Office.

Office hours:

Monday, Tuesday: client service over the phone from 8:00 to 16:00,

Wednesday: from 8:00 to 16:00

Thursday: from 8:00 to 16:00

Friday: client service over the phone from 8:00 to 12:00