

Guidelines for Staff Handling Complaints

Must perform duties with honesty, integrity, and a firm commitment to morality and ethics.

1

Must perform duties correctly in accordance with the law, and strictly adhere to the regulations and procedures of the government and the university.

2

Must perform duties without bias and without discriminating against any individual.

3

Must not have any conflict of interest or seek personal gain from complaints.

4

Must strictly protect the personal information of the complainant. If disclosure is necessary, it must be done with caution and in accordance with relevant laws.

5


Must perform duties with promptness, thoroughness, and punctuality.

6

Must treat complainants or service recipients with politeness and good-natured hospitality.

7

If you find that an officer is not complying with 1-7, please report it:

 **043-202442, 081-5748759**

 **laonsa@kku.ac.th**