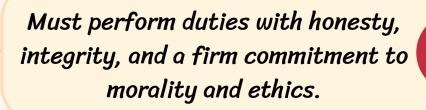
Guidelines for Staff Handling Complaints



1

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

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.

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.

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:

4 043-202442, 081-5748759

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