

# 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 with non-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**

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