

Guidelines for Staff Handling Complaints



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

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

3 *Must perform duties without bias and with non-discriminating against any individual.*

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

5 *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.*

6 *Must perform duties with promptness, thoroughness, and punctuality.*

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

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

043-202442, 081-5748759

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