



## Announcement of the Office of Academic Support and Services

### Subject: Complaint Management Policy of the Office of Academic Support and Services For the Fiscal Year 2024

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In order for the operations of the Office of Academic Support and Services to comply with the principles of good governance, this complaint management policy is established. Channels are provided for receiving complaints and whistleblowing to gather opinions, suggestions, or grievances from both internal university personnel and external individuals affected or at risk of being affected by the university's operations, or from unlawful or unethical actions, including corrupt behavior of university personnel.

By the resolution of the Office of Academic Support and Services Administration Committee in the 6/2023 meeting on September 22, 2023, this Announcement on the Complaint Management Policy of the Office of Academic Support and Services is issued to set guidelines for managing complaints, with the following key practices:

1. When there is reasonable suspicion that personnel of the Office have violated or failed to comply with laws, rules, regulations, announcements, discipline, code of conduct, policies, or official or university regulations, the witness can inform the President or the supervisor of that personnel for investigation.

2. Channels for receiving complaints are as follows:

- 2.1 By letter to relevant parties

- 2.2 By email to relevant parties

- 2.3 In person (if no written complaint, details must be recorded along with name, surname, signature, address, contact number)

- 2.4 By phone (details must be recorded along with name, surname, address, contact number)

- 2.5 Direct line to the Office Director

3. Upon receiving a complaint, the Office or unit must log it in the complaint register.

4. After logging the complaint, the Office Director must investigate and verify the facts confidentially, and initially inform the complainant that the complaint has been received.

5. If the complaint has grounds for disciplinary or ethical action, the supervisor must proceed according to Sisaket Rajabhat University's Regulations on Discipline and Disciplinary Proceedings B.E. 2563 (2020).

6. The supervisor shall use discretion to order appropriate protection for the complainant, witnesses and informants in the investigation to prevent harm or unfair treatment as a consequence of the complaint, testimony or information provided.

7. After the complaint has been processed, the complainant must be notified.

8. The Office Director or head of an equivalent unit is responsible for overseeing compliance with this policy.

9. The Director shall monitor the effectiveness of and regularly review the appropriateness and effectiveness of this policy's implementation.

Announced on September 22, 2023

*Athichart B.*

(Assistant Professor Athichart Boonyotying)

Director of the Office of Academic Support and Services