

- Translation for Understanding Only -

Chulalongkorn University Announcement
Subject: Guidelines for Complaint Management
B.E. 2568 (2025)

As deemed appropriate, Chulalongkorn University announced Guidelines for Complaint Management.

By virtue of Section 27 and Section 32 of the Chulalongkorn University Act, B.E. 2551 (2008), and in conjunction with item 7 (1) and (6) of the Chulalongkorn University Regulation on Good Governance of Chulalongkorn University, B.E. 2564 (2021), the Director, with the approval of the University Council in its Meeting No. 902 on July 22, B.E. 2568 (2025), hereby issues this Announcement as follows.

1. This Announcement shall be called "Chulalongkorn University Announcement Subject: Guidelines for Complaint Management B.E. 2568 (2025)".

2. This Announcement shall come into force after the lapse of seven days following the date of announcement.

This Announcement shall not apply to complaints requesting disciplinary actions, related to ethical or professional misconduct, or any appeal or grievance for which the University has dedicated regulations, rules, announcements, or orders in place.

3. For the purpose of this Announcement:

"Complainant" means a person who files a Complaint.

"Complaint" means a matter whereby the Complainant has been troubled or suffered loss or is likely to unavoidably be troubled or suffer loss, whether or not there is a Respondent, and requests for Chulalongkorn University to help or eradicate the trouble or loss directly related to the operations under the University's scope and objectives. This term shall also include the Complaint requested from government units and the reporting of fraud and misconduct.

"Complaint Management" means the management of the filing, receipt, and consideration of a Complaint.

"Anonymous Complaint" means a Complaint that does not bear the name or the true name of the Complainant.

"The University" means Chulalongkorn University.

"Department" means an organizational unit as stipulated in the Chulalongkorn University Announcement Subject: Departments of the University.

"Government Unit" means a Ministry, Bureau (Thabuang), Department, or any other government unit with the status of a Department, a regional administration; a local administration; a state enterprise; a public organization; or any other government agency, irrespective of whether it is under the command or supervision of the legislative, executive, or judicial branch, public prosecutor organization, or independent entity.

4. The Director shall be in charge of the execution of this Announcement.

In the case of any problem concerning the execution of this Announcement, the matter shall be submitted to the Director for final decision.

Category 1

- General Practice -

5. Complaint Management shall be in accordance with this Announcement and must be conducted confidentially.

6. The University and its Department must provide protection to the Complainant, as well as to any witness or person providing information concerning the Complaint, against any danger or injustice resulting from the Complaint.

7. In the case that a Complaint requests disciplinary action against a student or personnel, is related to ethical misconduct by a student or personnel, or an appeal or grievance against a student or personnel, the handling of such Complaint shall be managed in accordance with the specific regulations, rules, announcements, or orders of the University concerning that matter.

Category 2

- Complaint Filing -

8. The Complainant must address the Complaint to the President or the Department's Head directly in a polite manner with information at least as follows:

- (1) Name, Surname, and address of the Complainant, which can be verified together with a contactable phone number or email address.
 - (2) Department's name or the University's personnel related to the cause of the Complaint.
 - (3) Factual or incident information related to the Complaint and the request for the University's help or eradication of the trouble or loss.
 - (4) Signature of the Complainant.
 - (5) Date/ Month/ Year
 - (6) At least one of the following evidence, namely, documentary evidence, material evidence, or witness testimony (if any)
- The provisions of the first paragraph shall apply correspondingly to Complaints submitted through other channels.

If any Complaint's information is unclear or incomprehensible, the staff shall provide advice to the Complainant for the proper rectification and supplement of the Complaint. If the Complaint is submitted anonymously, then at least items (2), (3), and (6) need to be given.

A person cannot file a Complaint on behalf of another person, except that he/she is assigned legally, or proceed for a minor, an incompetent person, or a quasi-incompetent person, who is under the guardianship of that assigned Complainant.

9. Process of Filing a Complaint

- (1) By the Complainant him/herself directly or via registered post with advice of receipt to the Law and Legal Affairs at Chamchuri 5 building, Floor 7, Office of the University, Chulalongkorn.
- (2) Via email address rakang@chula.ac.th in case of fraud and misconduct.
- (3) Via other channels as specified by the University.

Filing a Complaint via the Department is deemed the same as filing the Complaint via the Law and Legal Affairs (1), and the Department must send the Complaint to the Law and Legal Affairs within 1 day.

- Complaint Receipt -

10. Once the University or Department receives the Complaint according to item 9 (1), the staff must issue a Complaint receipt paper to the Complainant as evidence, and record the Complaint in the system.

The Complaint receipt paper must state the Date/ Month/ Year of Complaint receipt and bear the signature of the staff who accepts the Complaint.

11. Once the University or Department receives the Complaint according to item 9 (2) (3) or from the government unit, the staff must issue the Complaint receipt paper to the Complainant, and inform the Complainant about this receipt via post or email address within 15 days after receiving the Complaint.

Category 4

- Complaint Consideration -

12. Once the University receives the Complaint from the Department, the Law and Legal Affairs will categorize the Complaint, propose it to the President to order the Department or authorized committee to process/ consider the Complaint within 30 days.

If any failure, the Law and Legal Affairs will propose to the President to order as appropriate.

In case of incomplete information according to item 8, and if the incomplete information can be properly rectified, the staff shall provide advise the Complainant for the proper amendment and completion of the Complaint, pursuant to item 8, third paragraph, before submitting it to the Director. If the Complainant cannot provide/ adjust complete and correct information as requested by the staff within 15 days after being informed, the Complainant shall be deemed as no longer desire to continue the Complaint. The staff will then file a Complaint to the President via the Law and Legal Affairs to dismiss the Complaint.

The date of filing the Complaint to the Law and Legal Affairs, according to item 8, is deemed as the date of filing the Complaint to the Department or authorized committee.

13. If the Respondent is the Chair of the University Council, University Council Committee, or the President, the Complaint should be processed as follows:

- (1) If the Respondent is the Chair of the University Council or the University Council Committee, the President should propose the Complaint to the University Council for consideration.
- (2) If the Respondent is the President, the Secretary to the University Council should propose the Complaint to the University Council for consideration.

14. Complaints that will not be considered:

- (1) Outside the University's scope and objective.
- (2) Monarchy institution-related Complaint.
- (3) Under the court's procedure, or the court has already given a verdict, order, or ruling except for educational purposes for adjusting the University's policies or University-related laws.
- (4) Under the responsibility of an independent constitutional organization, or the independent constitutional organizations have already taken the matter under its responsibility according to its power, but do not limit the right to hear the verdict from independent constitutional organization.
- (5) The Complaint is filed in a dishonest way, and the consideration will not be beneficial to the University.
- (6) The Complaint has already been concluded, resolved, and compensated as appropriate.
- (7) The Complaint has been concluded, resolved, and compensated as deemed fit by the Minister of Higher Education, Science, Research, and Innovation (MHESI), or the University Council, or the President already, but the Complainant is not satisfied with the result, or the Complaint is filed in the same topic and content as the old Complaint, except it can be proved that there is new evidence or fact that can change the verdict.
- (8) The Complaint is anonymous with no clear evidence or contextual factors stated, and has no clear witness testimony.

15. The Complainant can withdraw the Complaint wholly or partly at any time.

The Complainant must withdraw in writing with a signature, but if the Complainant withdraws the Complaint orally in front of the staff who receives the

Complaint according to item 9 (1), the staff shall record and let the Complainant sign as evidence.

For the withdrawal according to item 9 (2) or (3), the Complainant should inform of the withdrawal via the channel he/she has filed the Complaint in item 9 (2) or (3) as well.

Once the Complainant withdraws the Complaint, the staff shall record it in the Complaint system.

16. The President shall dismiss the Complaint if:

- (1) The Complaint is pursuant to item 14, or the Complainant does not wish to file the Complaint anymore, pursuant to to item 12 paragraph 2 & item 15.
- (2) The University or Department has investigated and found that the Complaint is groundless.
- (3) The Complaint has been resolved according to the Complaint's wish wholly.
- (4) The Complaint has been resolved according to the Complainant's wish partly, which the University has helped or alleviated troubles and losses of the Complainant as deemed fit under its powers and duties.
- (5) Outside the University's authority and power, or the University or Department is already working on the matter.

17. During the Complaint consideration, the University or Department shall update the Complainant periodically. Once the consideration is done, the Complainant must be informed within 15 days after the consideration is done.

18. In case of a false Complaint that causes losses to the University, Department, or others, legal action may be taken against the Complainant.

19. At the end of each fiscal year, the University and the Department shall compile statistics and make a report to the Law and Legal Affairs to propose to the Audit Committee via the President for acknowledgement and management usage.

Announced on 21 August 2025

-Signature-

(Professor Dr. Wilert Puriwat)

President of Chulalongkorn University