



Guidelines for Handling Complaints at the International College of Digital Innovation, Chiang Mai University

To effectively enhance and refine the quality of operations at the International College of Digital Innovation, Chiang Mai University, it is imperative to ensure that service recipients and stakeholders are provided with precise and transparent information. This fosters greater confidence and satisfaction in the services and functions offered by the Digital Innovation International College. Consequently, the Digital Innovation International College has devised comprehensive guidelines for addressing complaints.

1. Objectives

1.1 To serve as a standardized practice guideline for handling complaints applicable to all departments within the International College of Digital Innovation.

1.2 To inform employees of the steps involved in handling complaints and to serve as a reference document in their day-to-day work.

1.3 To disseminate the procedures for addressing complaints at the International College of Digital Innovation to service recipients and stakeholders.

2. Definitions

"Complainant" refers to personnel, faculty, students, parents, the general public, and service recipients from both government and private agencies.

"Complaint" entails any grievance wherein the complainant provides information regarding the conduct of staff at the International College of Digital Innovation. This includes instances of dishonesty, misconduct, lack of transparency, conflicts of interest, bribery, violations of laws, or non-compliance, either while performing duties or behaving inappropriately.

"Comments" represent the opinions and sentiments expressed by personnel, stakeholders, and the public regarding the operations of the International College of Digital Innovation.

"Suggestions" encompass notifications or recommendations aimed at improving the operations and services provided by the college.

"Complaint management" involves establishing operational processes for managing complaints, comments, suggestions, and corruption. This ensures efficient guidelines for those assigned or involved, thereby streamlining the management of complaints, comments, suggestions, and corruption.

"Complaints Responsive Committee" refers to the executives and relevant personnel at the International College of Digital Innovation who are authorized to handle reports of corruption and wrongdoing

3. Channels for Reporting Complaints

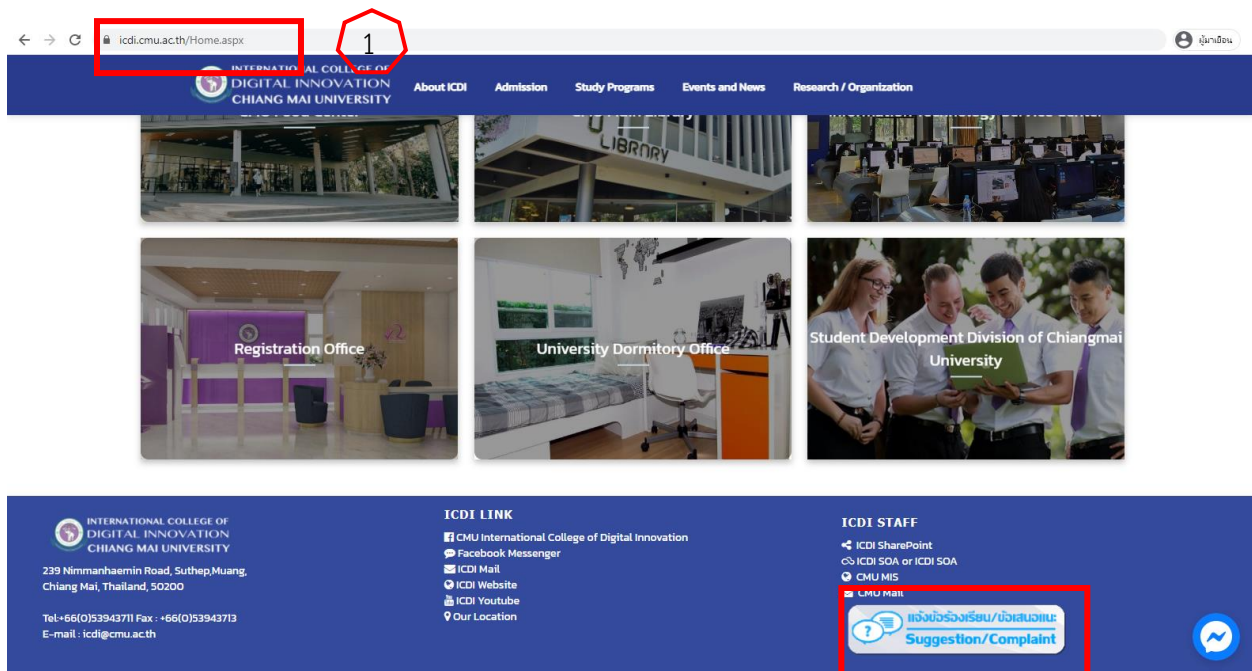
3.1 In-person contact is available at the International College of Digital Innovation, Chiang Mai University, located at 239 Nimmanhaemin Road, Suthep Subdistrict, Mueang District, Chiang Mai Province 50200.

3.2 Complaints can be submitted via mail addressed to the "Complaints/Complaints Committee, International College of Digital Innovation, Chiang Mai University, 239 Nimmanhaemin Road, Suthep Subdistrict, Mueang District, Chiang Mai Province 50200."

3.3 The college can be reached by phone at 053 943718.

3.4 Complaints may also be lodged through electronic mail at complaint@cmuic.ac.th

3.5 A dedicated website complaint system is available at www.icdi.cmu.ac.th/complaint



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4. Criteria for Receiving Complaints

4.1 The complainant must provide their name, address, telephone number, and email (if available).

4.2 The complaint should be articulated with polite language and include:

(1) Date of submission

(2) Name of the complainant

(3) Specific details of the complaint, such as corruption, misconduct, lack of transparency, conflicts of interest, bribery, violations of laws, or inappropriate behavior while performing duties.

(4) Clear presentation of facts or circumstances illustrating the suffering or damage incurred, along with suggestions on how to proceed or channels for reporting employee corruption, facilitating thorough investigations.

(5) Specification of documentary evidence, physical evidence, and personal evidence (if applicable).

(6) Any other pertinent information.

4.3 Complaints must be factual and substantiated, not intended to incite sensationalism or damage the reputation of individuals or the institution.

4.4 Upon receipt of a complaint, efforts must be made to contact the complainant to verify their identity, refraining from making baseless accusations against others or the institution.

4.5 Complaints lacking adequate information or where additional information cannot be obtained during the investigation process outlined in Section 4.2 shall be closed and recorded in the database.

4.6 Complaints must not exhibit the following characteristics:

(1) Affidavit-style complaints, unless details are provided in accordance with Section 4.2, will only be considered for specific matters.

(2) Complaints already under judicial review or those for which final judgments or orders have been issued by the court.

(3) Complaints concerning the monarchy.

(4) Complaints related to government policies.

(5) Complaints previously investigated by other agencies, such as the Office of the Anti-Corruption Commission (NACC), the Office of the Public Sector Anti-Corruption Commission (PACC), or the Office of the Anti-Money Laundering Commission (AMLO), where considerations and conclusions have been reached.

(6) Complaints previously addressed by the Human Resources Management Department in accordance with personnel management regulations, disciplinary actions,

or complaints processed by audit-related departments where fair and definitive decisions have been made without new material evidence.

In addition to the aforementioned criteria, it remains at the discretion of the office to accept or reject complaints for consideration based on individual case-specific circumstances.

5. Define levels of complaint management

| Level | Definition | Example of an event | Response time |
|--|--|---|-------------------------------------|
| <input type="checkbox"/> 0 General inquiries | Individuals ask questions or express general opinions without suffering any consequences | Requests for information and general opinions | within 1-3 days, excluding weekends |
| <input type="checkbox"/> 1 Non-urgent, no impact | Opinions and suggestions where the complainant has not suffered but provides feedback | Compliments or suggestions regarding services | within 7 business days |
| <input type="checkbox"/> 2 Moderate Impact | Involves complainants who have suffered, but the issue can be resolved by a single agency | - Seeking assistance - Complaints to specific officials or management | within 5 business days |
| <input type="checkbox"/> 3 High Policy Impact | - The complainant has suffered, and the issue cannot be resolved by a single agency. Requires involvement of negotiation teams and committee authority. - Matters damaging the college's reputation and image | - Matters damaging the college's reputation and image - Complaints regarding serious disciplinary violations by administrators, teachers, personnel, or students - Lack of transparency in management - Corruption complaints - Complaints via social media | within 3 business days |
| <input type="checkbox"/> 4 Legal Action | The complainant has suffered and seeks recourse through media or relevant government agencies or legal action has been initiated | - Complaints regarding serious disciplinary violations by administrators, teachers, personnel, or students - Lack of transparency in management - Corruption complaints - Complaints to media or other agencies | within 24 hours |

6. Procedure

Upon receiving complaints from all channels:

- For general cases, immediate action should be taken to resolve the issue, aiming to mitigate the escalation of complaints and lawsuits and to provide a satisfactory resolution to the complainant.

- For cases that occur repeatedly, frequently, or in large numbers, it is essential to conduct a thorough analysis of the root causes and make necessary improvements to related systems to prevent recurrence.

- In the event of a severe incident with potential litigation implications, such as dissatisfaction events or those that could adversely impact the college's image and reputation, including cases of corruption, individuals affected by the incident should be encouraged to file a complaint with the relevant department. The department should then coordinate with the committee responsible for managing complaints, comments, suggestions, and corruption to take further action as necessary.

Form for Receiving Complaints/Developmental Suggestions

Suggestion Number:

Date.....Time.....

Subject.....

Dear Complaints/Developmental Suggestions Committee,

1. Complaint Suggestion

By Student Lecturer ICDI Personnel External Individuals

*Note: In the case of a complaint, the informant's name, telephone number, or email must be provided.

Name of Informant (if applicable):.....

Telephone Number (if applicable):.....

Email Address of Informant (if applicable):.....

2. Method of Submission: In Person Telephone Website

3. Complainant (First Name - Surname/Affiliation):

4. Allegations/Complaints (Subject):

5. Details of the Complaint/Suggestion (Including Evidence):.....

.....
.....
.....

6. Individuals Who Can Provide Additional Information:

Name - Surname:

Telephone Number (if available):

Email (if available):

7. Disclosure Preferences for Complainant Information Revealed Not Disclosed

SignatureSubject/Recorder:

(.....)

Position.....

*If the complainant wishes to reveal their name, please specify it. All information provided must be kept strictly confidential.

7. Types of Complaints and Suggestions:

- Student Admissions, Curriculum, Teaching and Learning Arrangements, and Counseling
- Student Development
- Service or Personnel Behavior
- Management
- Others
- Research
- Life and Property
- Corruption

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9. Progress Tracking

Responsible Person(Relevant Associate Dean)

Operator(Supervisor Level Only)

10. Corrective Action

| Guidelines for resolving issues and safeguarding | Responsible Person | Due date |
|--|--------------------|----------|
| | | |

11. Summary of Correction and Prevention Results

- Corrective action and protection have been completed.
- Corrections are still pending due to:.....
- Preventive measures have not been implemented because:.....

12. Work Results and Closure Clarification

(Bring the conclusions to follow up and set guidelines for clarification at which meeting, which day, how)

| Suggestion Points: | Reasons for Proposing Development: | Development Guidelines: | Results: | Performance: |
|--------------------|------------------------------------|-------------------------|----------|--------------|
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