

Complaint management Faculty of Nursing, PSU

Complaints: Complaints mean suggestions/opinions/problems that students, faculty staff, university staff, guardians, users, and people who are affected by the actions of individuals/staff of Faculty of Nursing.

Please clearly identify the name of the person / office that you want to complain to in order to improve and develop the quality of faculty performance effectively and also please notify us of your information so that we can contact you for more information and inform you about operating results

Type of complaint

1. Complaints caused by defects in service / personnel behavior.
2. Complaints arising from insecurity, life and property / risk management.

Submitting complaint

1. Personally submit your complaint to the committee at Faculty of Nursing Human Resources office (Office hours)
2. Complaint box is in front of the 1st building (it will be opened every Tuesday)
3. By mail to complaints board of Faculty of Nursing
4. By Fax: 0-7428-6421
5. Email: tasanee.n@psu.ac.th
6. At Center for Complaints, President's Office, Prince of Songkla University.

Complaints Board

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| 1. Associate Dean for Personnel, Finance, and Resources | Chairman |
| 2. Associate Dean for Student Development and Alumni Relations | Committee |
| 3. Acting Head of Division of Adult and Elderly Nursing | Committee |
| 4. Mrs.Wadagan Komkai | Committee |
| 5. Mrs.Suporn Limsakulpakdee | Secretary |

Complaint Process (not over 30 days)

No	Detail	Responsible person	Duration
1	Submit complaints.	Complainant	2 days
2	Receive complaint / review and registration	Committee/Secretary	
3	- Informing / forwarding the complaints to the Chairman for consideration within 2 days after receiving the complaint. - Reply to the complainant within 3 days after receipt of the complaint.	Committee/Secretary	
4	Inquiry / Investigation / Additional Information /Basic facts	Chairman and secretary	5 days
5	- Inform and convene with relevant parties to consider the facts, causes, and solutions.	Complaints Board and related persons	Not over 12 days
6	Report the results of the consideration and propose solutions to the Dean.	Chairman	5 days
7	Report results and solutions to complainants.	Dean	
8	Collection of statistics and reports of faculty and university committees.	Chairman	Every 6 months

Remark

- All steps of the procedure are confidential.