

Feedback Method (General Complaints)

1. Complaints, requests or feedbacks can be sent through 5 channels:

- 1) Via the Faculty of ICT's website: https://www.ict.mahidol.ac.th/th/?page_id=39 or
- 2) Via the Faculty of ICT's email (Email: ict@mahidol.ac.th) or
- 3) Via Inbox of Facebook Page: Faculty of ICT, Mahidol University (<https://www.facebook.com/ict.mahidol.university/>) or
- 4) Via the Faculty of ICT's phone at 02-441-0909 or
- 5) Inform in person at the ICT Counter on the 1st floor of ICT Building

2. Concerned staff collect feedbacks and complaints then forward it to responsible Deputy Dean for consideration.

3. Responsible Deputy Dean consider the feedbacks or complaints, then act as follows:

- **Able to respond at the first level;** the staff will respond to that request and inform the related Deputy Deans, then inform the complainant by email, telephone or personally in person depends on the type of complaints.
- **Unable to respond at the first level;** the staff will consult the related Deputy Deans for consideration. At this level, the case can be categorized into:
 - **Deputy Deans able to respond;** the staff will respond to that request and inform the complainant by email, telephone or personally in person depends on the type of complaints.
 - **Deputy Deans unable to respond;** the related Deputy Deans will ask the Board of Administrators for consideration, then inform the complainant about the decision from the board by email, telephone or personally in person depends on the type of complaints.