

Flowchart of the complaint procedure attached to the National Statistical Office Regulation on Code of Conduct for Complaints, B.E. 2555

Sequence	Procedure	Details	Person in charge of
<p>1</p> <p>2</p>	<p>Filing a complaint</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%; text-align: center;"> <p>Complainant</p> <p>Filing a complaint through the provided channels</p> </div> <p style="text-align: center;">↓</p> <p>Receive the complaint/ Analyze and classify the complaint</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%; text-align: center;"> <p>Legal Division</p> <p>Receive the complaint/ Analyze and classify the complaint (within 3 working days)</p> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; padding: 5px; width: 45%; text-align: center;"> <p>The issues that the legal division is responsible for the operation and execution. (Disciplinary action, violation of the Code of Ethics or any act of harassment or sexual harassment)</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%; text-align: center;"> <p>The issues that the mission-related bureau is responsible for the operation (Suggestion, comment, criticism or question)</p> </div> </div>	<p>Filing a complaint can be proceeding through the following channels.</p> <ol style="list-style-type: none"> 1. Filing by yourself. 2. Send by mail to the legal division, National Statistical Office Government Complex Commemorating His Majesty the King's 80th Birthday Anniversary, 5 December, BE 2550 (2007), Chaeng Watthana Road, Thung Song Hong Subdistrict, Lak Si District, Bangkok, 10210 3. Complaints cabinet at the library and the Central Administration bureau Fl.2 4. National Statistical Office website <ul style="list-style-type: none"> • www.nso.go.th • http://intranet.nso.go.th 5. Other channels that can be referred to the National Statistical Office <p>Acceptable complaint must be in accordance with Clause 5 as follows;</p> <ol style="list-style-type: none"> 1. Name and address of the complainant. 2. Identify the cause of the complaint with facts or reasonable circumstances about complaints 3. Use polite words. 4. complainant signature 	<p>Official receiving the complaint</p> <p>Legal Division</p> <p>Legal Division</p>

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3	<p>Execution of the complaints in case that required the investigation or preliminary consideration</p> <p>3.1 The procedure of complaint verification</p> <pre> graph TD A["Any complaints those are complete, and clear. The relevant officials summarize the content and submit to the Director-General of National Statistical Office to order the investigation. (within 7 working days)"] B["Any complaints those are not complete, but the complainant can be contacted. The relevant officials advise complainants to revise the submitted complaint correctly. (within 7 working days)"] C["Any complaints those are not complete, and the complainant cannot be contacted. The relevant officials shall report to the Director-General of National Statistical Office to order termination. (within 1 working days)"] D["The complainant revises the notice and provides more information. The relevant officials summarize the content and submit to the Director-General of National Statistical Office to order the investigation. (within 3 working days after the receive)"] E["The complaints do not follow the officials' advices/ do not contact the officials to provide the reason of indifferences more than 15 working days The relevant officials shall report to the Director-General of National Statistical Office to order termination. (within 3 working days)"] F["Proceed to the investigation for the fact"] A --> D B --> E C --> E D --> F E --> F </pre>	<p>In case that anonymous letter is submitted, should the relevant officials consider for operation only the letter identifying witness and evidentiary support, provided that the circumstance is clear, as well as the individual witness is pointed out a this allows the official to seek for additional facts or contact the complainant for more information.</p>	<p>Legal Division</p>

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3	<p>3.2 Investigation Process</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p align="center">The legal division</p> <p>submit complaints to Director-General of National Statistical Office to consider appointing an investigator or investigative commission. (within 7 working days from the day ordered to investigate)</p> </div> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p align="center">Investigator or investigative commission</p> <p>Investigate/ seek for the facts and report the progress to Director-General of National Statistical Office (every 15 working days)</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p align="center">The legal division</p> <p>notify the complainant of the result or progress of the action within 15 working days from the date of receiving the complaint and also inform the legal division.</p> </div> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p>The legal division</p> <p>report the result of investigation to the Director-General of National Statistical Office to consider the order within 15 working days from the date that the investigator or investigative commission sign their name in the report)</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p>The Director-General of National Statistical Office</p> <p>Considers the order</p> </div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p align="center">Groundless</p> <p>order to terminate (within 7 working days from the date receiving the report)</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p align="center">well-grounded</p> <p>order to proceed the disciplinary action (within 7 working days from the date receiving the report)</p> </div> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>The legal division</p> <p>notify the complainant of the result or progress of the action (within 3 working days from the date of receiving the order from Director-General of National Statistical Office) and gather more information to report (every three months)</p> </div>	<p>Investigation Methods</p> <ol style="list-style-type: none"> 1. Seek important and necessary evidence. 2. Listen to evidence, witness, complainant's statement, the accused person, the relevant persons, and expert witness' opinion. Unless it is deemed unnecessary, superfluous, or deferred. 3. Request the holder to submit the relevant documents. 4. Proceed the site investigation. <p> </p> <p>Note: the disciplinary action is not included in the investigation process as it is of the law determining for the execution</p>	<p>Legal Division</p> <p> </p> <p>Investigator or investigative commission</p>

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4	<p>The execution of suggestion, comment, criticism or question.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">The legal division</p> <p>Analyze suggestion, comment, criticism or question and send it to the director of related bureau/Provincial Statistical Head (within 3 working days from the date receiving the notice)</p> </div> <div style="display: flex; justify-content: space-around; margin: 10px auto;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p style="text-align: center;">Director of related bureau/Provincial Statistical Head</p> <p>Answer the inquirer</p> <p>(within 5 working days from the date receiving the notice from the legal division)</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p style="text-align: center;">Director of related bureau/Provincial Statistical Head</p> <p>notify the inquirer of the receipt</p> <p>(within 3 working days from the date receiving the notice from the legal division)</p> </div> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 60%;"> <p style="text-align: center;">Director of related bureau/Provincial Statistical Head</p> <p>notify The legal division the operation</p> <p>(within 3 working days from the date finishing the operation and summary as a report used in the bureau)</p> </div>		Director of related bureau/Provincial Statistical Head
5	<p>The report of the result from complaint execution</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">The legal division</p> <p>The report of the result from complaint execution to the Director-General of National Statistical Office classified by the type of the complaints (every three months)</p> </div>		Legal Division