

## Receiving complaints

### Channels for receiving complaints

- File complaints thru websites including [www.thanachart.co.th](http://www.thanachart.co.th) or
- File complaints by notification, letter. Telephone or other channels.

### Procedures for receiving complaints

Complaint Officer

One work day

An officer checks a complaint, preliminary analysis (If it is not an actual complaint, the officer contracts the filer and closes the matter.)

If it is found that an actual complaint is filed. The officer who receives the complaint will contact the filer, acknowledging receipt of the complaint. The complaint will then be forwarded to the work unit concerned for action within 15 work days.

The officer follows up with the work unit concerned within the established timeframe. After receiving a response from the work unit, the officer will inform the filer of the response.

Once the filer is informed, the related complaint file is closed.