STANDARD OPERATING PROCEDURE (SOP)

Procedure of Student Appeal

Suggestion from Appellant

- Appellant is able to share their suggestion or comment by 2 options.
 - 1) Drop a Complaint documents in a suggestion box which is opposite Assistant Dean of Graduate Studies room, 1st floor, Theparatana Building
- 2) Inform your suggestion directly to graduate staffs in the Division of Graduate and Post-Graduate Studies by phone, E-mail, in person, etc. After that, Graduate and Post-Graduate Studies Staffs will record your matter in the complaint form.

Gathering feedback

- The suggestion box will be checked by Graduate and Post-Graduate Studies staffs regularly at the first working day of every
 week. Then, the Staffs fill in the complaint form attached with your suggestion documents and submit to Assistant Dean
 of Graduate Studies for primary checking.
- In case, there is no such document, Graduate and Post-Graduate Studies officer who receives the complaint will record in the complaint form and submit to Assistant Dean of Graduate Studies.

Consideration from Assistant Dean of Graduate Studies

- Assistant Dean of Graduate Studies raises all complaints in the meeting of the Committee of Graduate Studies in order to find out cause of problems (In case, the complaint can be solved immediately, Assistant Dean for Graduate Studies will consult with Program Directors to solve problems. Do not raise this matter in the meeting of the Committee of Graduate Studies.)
- The Committee of Graduate Studies discusses about details of the problem and provides guidances to solve problems and find a person to handle these complaints. During the meeting, if the Committee of Graduate Studies is not able to conclude or provide any guidances to solve problems, the complaint will be brought up in the meeting of Administrative Board, Faculty of Pharmacy.
- Graduate and Post-Graduate Studies staffs records cause of problems, solution and protection for recurrence, and completion date in the complaint form and also name of the officer who is in charge of informing the complainant back.

Conclusion of Complaint Management Process

- After meeting of Administrative Board, problems will be suitably solved and the result will be recorded in the complaint
 form within 5 working days. If Graduate and Post-Graduate Studies staffs is not able to proceed within 5 working days, the
 officer has to record or explain cause of delay.
- If the result is settled, the graduate studies staffs records the result in the complaint form and inform the result to Appellant.

Conclusion and Reconsideration

- The Graduate and Post-Graduate Studies officer keeps all complaint forms as evidences.
- The Graduate and Post-Graduate Studies staffs gather and conclude the result and submit to the Assistant Dean of Graduate Studies in order to present in the meeting of the Committee of Graduate and Post-Graduate Studies.