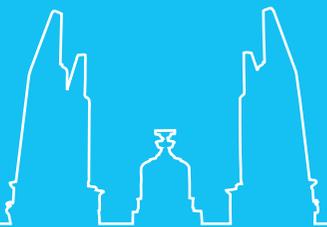


Who is the Ombudsman?



The Ombudsman of Thailand is an independent constitutional organization empowered to consider and inquire into public complaints about mal-administration within the public organizations on cases relating to the failure to perform in compliance with the law or performance beyond powers and duties, the performance of or omission to perform duties of a government official, an official or employee of a government agency, State agency, State enterprise or local government organization. In addition, the Ombudsman also has jurisdiction to conduct the proceeding in relation to ethics of a person holding political position and State official, as well as monitor, evaluate and prepare recommendations on the compliance with the Constitution. The Ombudsman proceeds to protect civil rights and the public's benefit.



Whom you can count on ?
Whom you can count on ?

Call **1676**
Toll-free nationwide

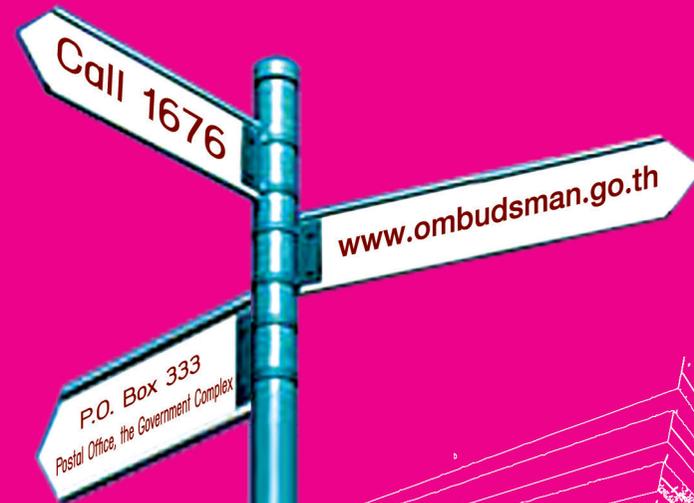
Office of the Ombudsman

The Government Complex 5th Floor,
Ratthaprasasanabhakti Building,
120 Chaengwattana Road,
Laksi District, Bangkok 10210
Telephone: 0 2141 9100 Fax: 0 2143 8341
www.ombudsman.go.th



ภาษาอังกฤษ

If you are unfairly treated
by civil servants
or state officials.



Office of the Ombudsman

Start here

1

If you are unfairly treated by civil servants or state officials.

2

Methods of delivering complaint



By telephone

2.1 Call 1676 (Toll-free nationwide) or Telephone number 02 141 9100.

2.2 Identify your name, address, and telephone number (if available).

2.3 Identify your identification number or number of passport.



Procedures for lodging a complaint to Office of the Ombudsman



By post

The complainant is required to indicate name, address, telephone number (or any accessible contact number), name of the complained person and the cause of complaint. (Notify us if you need to conceal your name). The Office of the Ombudsman will strictly treat your information confidential. Please send your complaint to the Office of the Ombudsman P.O. Box 333 Postal Office, the Government Complex 10215.



By internet Through the Office's official website: www.ombudsman.go.th



Through the Ombudsman's network

The Department of Legal Aid and Civil Rights Protection at Provincial Office of Office of the Attorney General located nationwide Tel. 1157 (toll-free nationwide). The Lawyer Council and its branches throughout the country.



The complaint is entitled to submit a complaint through the Member of the Representatives or Senator.

The Office of the Ombudsman also provides complaint-receiving service at the Parliament building during the assembly session.



By the complainant in person

At The Office of the Ombudsman located at The Government Complex, 5th Floor, Rattaprasasanabhakti Building, 120 Chaengwattana Road, Laksi District, Bangkok.