

Compliant channels

1

In person



In person complaint submission is available at the Special Case Service Desk at the DSI building level G during business hours

If intend to proceed with the compliant

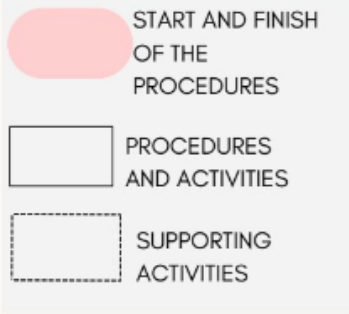
The compliant shall be made in writing to the DSI Director General to proceed with the criminal matter

The DSI processes the matter

- Notify about accepting the compliant by mail
- Consider the details and provide an assessment to the Director General for further directives
- Refer the matter to Bureaus
- Investigate the matter

PUBLIC

DSI



If there is insufficient information or not under the Department's power the Department will discontinue the matter/keep record and refer the matter to relevant agencies

Free of Charge

Compliant channels

2 Hotline 1202



Call Hotline 1202

If intend to proceed with the compliant

The complainer will be advise to submit the compliant to the DSI in writing

The DSI processes the matter

-Letter addressed to the Director General of the DSI
 -Factual circumstances of the complaint
 -Submit by mail to the DSI
 -related evidence

"128 Chaeng Watthana Road,
 Thung Song Hong Subdistrict, Lak Si District, Bangkok 10210"

-Notify about accepting the compliant by mail
 -Consider the details and provide an assessment to the Director General for further directives
 -Refer the matter to Bureaus
 -Investigate the matter

GENERAL PUBLIC

DSI STAFF

THE START/FINISH OF THE PROCESS

ACTIVITIES AND PROCESSES

SUB PROCESS

if there is insufficient information or not within the powers of the DSI the DSI will then close the matter/keep records and refer the matter to relevant agencies

Free of Charge

Compliant channels

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Submit your compliant on the DSI website
(www.dsi.go.th)



DSI staff receives the compliant
(From the compliant channel)

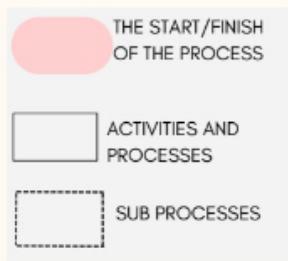
Staff will assess the matter
and submit to the DSI Director General
for consideration

- Notify about accepting the compliant by mail
- Consider the details and provide an assessment to the Director General for further directives
- Refer the matter to Bureaus
- Investigate the matter

Notify the submitter
(through the preferred channel)

if there is insufficient information or not within the powers of the DSI the DSI will then close the matter/keep records and refer the matter to relevant agencies

- GENERAL PUBLIC
- DSI STAFF



Free of Charge

Compliant channels

4 Submit the matter in person at a the Special Case Operations Center Region



Visit in person to a regional office
(Image 1)

DSI staff provide legal advice

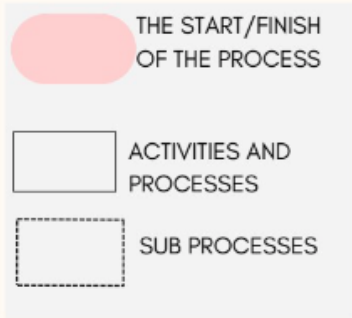
Intend to proceed with the matter

Submit a compliant in writing to the DSI
to proceed with the criminal matter

The DSI processes
the matter

- Notify about accepting the compliant by mail
- Consider the details and provide an assessment to the Director General for further directives
- Refer the matter to Bureaus
- Investigate the matter

- GENERAL PUBLIC
- DSI STAFF



if there is insufficient information or not within the powers of the DSI the DSI will then close the matter/keep records and refer the matter to relevant agencies

Free of Charge

DSI offices area responsibilities



Compliant channels

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Submit the compliant by mail



**Submit a compliant by mail
to the DSI
(Address is on page 15)**

- Address the letter to the DSI Director General
- Provide the facts related to the compliant
- Provide supplementing documents and evidence
- Submit the matter to Bureaus under the DSI

DSI processes the matter

- Notify about accepting the compliant by mail
- Consider the details and provide an assessment to the Director General for further directives
- Refer the matter to Bureaus
- Investigate the matter

GENERAL PUBLIC

DSI STAFF

THE START/FINISH OF THE PROCESS

ACTIVITIES AND PROCESSES

SUB PROCESSES

Free of Charge

Mailing Address



Department of Special Investigation
128 Chaeng Watthana Road
Thung Song Hong Subdistrict Lak Si District
Bangkok 10210
02-8319888

The Special Case Operations Center Region 1
Provincial Administration Organization Tourism Promotion Building
U-Thong Road, Pratuchai Subdistrict, Phranakhon Sri Ayutthaya District
Phranakhon Sri Ayutthaya 13000
02-8319888 ext. 60101,60102

The Special Case Operations Center Region 2
159/191 Moo 5 Pattaya Nuea Road, Naklua Subdistrict, Bang Lamung
District, Chon Buri 20150
02-8319888 ext. 60201,60202

The Special Case Operations Center Region 3
1999/100 Moo 1 Suranaree Subdistrict Muang Nakhon Ratchasima
Nakhon Ratchasima 30000
02-8319888 ext. 60301,60309

The Special Case Operations Center Region 4
177/49 Mittrapap Road, Muang District
Khon Kaen 40000
02-8319888 ext. 60401,60402

The Special Case Operations Center Region 5
79/2 Moo 2 Charoenrat Road, Fah Ham Subdistrict, Muang District
Chiang Mai 50000
02-8319888 ext. 60501,60502

Mailing address

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The Special Case Operations Center Region 6
Provincial Ministry of Justice Office Level 2 No. 5 Moo 5
Hua Ror Subdistrict, Muang District
Phitsanulok 65000
02-8319888 ext. 60603

The Special Case Operations Center Region 7
99/2 Moo 5 Yaicha Subdistrict
Sam Pran District
Nakhon Pathom 73110
02-8319888 ext. 60701,60702

The Special Case Operations Center Region 8
58/33 Moo 5 Surat-Paknam road, Bangkung Subdistrict
Muang District
Surat Thani 84000
02-8319888 ext. 60801,60802

The Special Case Operations Center Region 9
171 173 Leabkhleng Ror 6 road Korhong Subdistrict
Hat Yai District
Songkhla 90110
02-8319888 ext. 60901,60902

The Southern Border Provinces Operations Center
18 Soi 5 Charoenpradit road Sabarang Subdistrict
Muang District
Pattani 94000
02-8319888 ext. 61001,61002