



International Ombudsman Institute  
Institut International de l'Ombudsman  
Instituto Internacional del Ombudsman



**International Seminar and  
2<sup>nd</sup> IOI/AOA International Joint Training Workshop  
Commemorating 15<sup>th</sup> Anniversary of the Establishment  
of the Thai Ombudsman**

**Under the Cooperation of the International Ombudsman Institute (IOI)  
and the Asian Ombudsman Association (AOA)**

**30 March – 3 April 2015  
Thailand**



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## **International Seminar Session:**

**Ombudsman: Mechanism for the Fair Nation**

**Venue: Grand Hall, 2<sup>nd</sup> Floor**

**Plaza Athénée Bangkok, A Royal Méridien Hotel**

**Sunday 29 March 2015**

**All day**

**Arrival of participants (Bangkok)**

**Monday 30 March 2015**

**08.30 – 09.00**

**Registration**

**09.00 – 09.15**

**Introduction to the International Seminar  
“Ombudsman: Mechanism for the Fair  
Nation”**

**09.15 – 09.30**

**Welcome Remarks**

**by Chief Ombudsman of Thailand**

**09.30 – 10.00**

**Opening Ceremony and Statement**

**by General Prem Tinsulanonda (President of  
the Privy Council of Thailand and Statesman)**

**10.00 – 10.10**

**Token of Appreciation Ceremony  
And VIP Photo Session**



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- 10.10 – 10.40**                      **Tea and coffee break**
- 10.40 – 11.10**                      **Keynote Speech**  
by **Mr. John R. Walters** (National Ombudsman  
of Namibia and President of the IOI)
- 11.10 – 11.40**                      **Keynote Speech**  
by **Ms. Connie Lau** (Hong Kong Ombudsman  
and Secretary of the AOA)
- 11.40 – 12.00**                      **Closing Ceremony of the International  
Seminar**
- 12.00 – 14.15**                      **Lunch**  
Venue:  
- VIP: China Room – 2<sup>nd</sup> Floor  
- Guests: London Room – 2<sup>nd</sup> Floor

**Note**

- The International Seminar is conducted in English language.

**Dress code**

- Lounge Suite or Business Attire



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## **2<sup>nd</sup> IOI/AOA International Joint Training Workshop Session:**

The Importance of Continuous Improvement in Complaint Handling and Customer Service

Venue: Dusit 4-5, 5<sup>th</sup> Floor  
Dusit Thani, Pattaya

### **Monday 30 March 2015 (Continued)**

- 15.00** Departure of the international training workshop participants to Pattaya, Chonburi Province
- 18.00** Informal get-together  
Venue: The Bay Italian Restaurant (Dusit Thani)

### **Tuesday 31 March 2015**

**(Main Topic: COMPLAINT HANDLING AND INVESTIGATION)**

- 08.30 – 08.45** Registration
- 08.45 – 09.15** Welcome Speech  
by **Thai Ombudsman** and **Dr. Günther Kräuter**  
(Austrian Ombudsman and Secretary-General of the IOI)



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<b>09.15 – 10.30</b>	<b>International Training Workshop Session I</b>
<b>10.30 – 10.45</b>	<b>Morning tea and coffee break</b>
<b>10.45 – 12.00</b>	<b>International Training Workshop Session II</b>
<b>12.00 – 13.30</b>	<b>Lunch</b>
<b>13.30 – 15.00</b>	<b>International Training Workshop Session III</b>
<b>15.00 – 15.15</b>	<b>Afternoon tea and coffee break</b>
<b>15.15 – 16.45</b>	<b>International Training Workshop Session IV</b>
<b>17.30 – 21.00</b>	<b>Welcome Dinner</b>

hosted by **the Chief Ombudsman of Thailand**  
Venue: Napalai D, 4<sup>th</sup> Floor

## **Wednesday 1 April 2015**

**(Main Topic: UNREASONABLE COMPLAINANT CONDUCT I)**

<b>09.00 – 10.30</b>	<b>Training Workshop Session V</b>
<b>10.30 – 10.45</b>	<b>Morning tea and coffee break</b>
<b>10.45 – 12.15</b>	<b>Training Workshop Session VI</b>
<b>12.15 – 13.30</b>	<b>Lunch</b>
<b>13.30 – 15.00</b>	<b>Training Workshop Session VII</b>
<b>15.00 – 15.15</b>	<b>Afternoon tea and coffee break</b>
<b>15.15 – 16.45</b>	<b>Training Workshop Session VIII</b>



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## Thursday 2 April 2015

(Main Topic: UNREASONABLE COMPLAINANT CONDUCT II)

09.00 – 10.30	Training Workshop Session IX
10.30 – 10.45	Morning tea and coffee break
10.45 – 12.15	Training Workshop Session X
12.15 – 13.30	Lunch
13.30 – 15.00	Training Workshop Session XI
15.00 – 15.15	Afternoon tea and coffee break
15.15 – 16.45	Training Workshop Session XII
16.45 – 17.15	Certificate presentation and Closing ceremony by Thai Ombudsman
17.15 – 17.30	Group Photo
18.00 – 21.00	Farewell Dinner hosted by Thai Ombudsmen <u>Venue</u> : The Point (Dusit Thani)

## Friday 3 April 2015

All day	Cultural Study Tour (Excursion) <u>Venue</u> : The Sanctuary of Truth Mini Siam (Miniature World) Pattaya Floating Market
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## Saturday 4 April 2015

All day	Departure of participants
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### **Note**

1. The International Training Workshop is delivered by the New South Wales Ombudsman Office and conducted in English language
2. For efficiency purposes, international training workshop participants are required to have high level of English proficiency
3. The Office of the Ombudsman will provide airport transfers for international training workshop participants on 29 March - 4 April 2015 as well as domestic transportations from Bangkok to Chonburi province on 30 April 2015

### **Dress code**

- International Training Workshop Sessions - Smart Casual
- Welcome and Farewell Dinners - Smart Casual
- Cultural study tour (Friday 3<sup>rd</sup>) - Casual