



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

University of Macau

Suggestions, Complaints and Objections Report 2020

Table 1

Category : Service Procedure	Year 2020		
	Suggestion	Complaint	Objection
Service of Staff			
Environment			
Equipment and Facilities			
Operation Procedures			
Service Information			
Performance Pledge			
Electronic Services			
Information on Performance			
Service Integration			
Others		1	
Total	0	1	0

Table 2

Category : Functional Supervision	Year 2020		
	Suggestion	Complaint	Objection
Public Health			
Environment and Meteorology		1	
Public Finance			
Business Activities			



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Category : Functional Supervision	Year 2020		
	Suggestion	Complaint	Objection
Financial and Monetary Policy			
Security			
Public Safety			
Public Administration			
Legal and Notary Affairs			
Social Security, Services and Welfare			
Education and Training	3	1	
Health Care and Hygiene			
Cultural Affairs and Tourism			
Recreation and Sports			
Traffic and Transport			
Communication			
Urban Infrastructure			
Housing			
Constructions			
Others			
Total	3	2	0



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Handling of Suggestions, Complaints and Objections 2020

Table 3

Category : Service Procedure	In Progress		Completed and Archieved	
	Within 45 Days	Over 45 Days	Within 45 Days	Over 45 Days
Service of Staff				
Environment				
Equipment and Facilities				
Operation Procedures				
Service Information				
Performance Pledge				
Electronic Services				
Information on Performance				
Service Integration				
Others			1	
Total	0	0	1	0

Table 4

Category : Functional Supervision	In progress		Completed and Archieved	
	Within 45 Days	Over 45 Days	Within 45 Days	Over 45 Days
Public Health				
Environment and Meteorology			1	
Public Finance				
Business Activities				
Financial and Monetary Policy				
Security				



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Category : Functional Supervision	In progress		Completed and Archieved	
	Within 45 Days	Over 45 Days	Within 45 Days	Over 45 Days
Public Safety				
Public Administration				
Legal and Notary Affairs				
Social Security, Services and Welfare				
Education and Training			4	
Health Care and Hygiene				
Cultural Affairs and Tourism				
Recreation and Sports				
Traffic and Transport				
Communication				
Urban Infrastructure				
Housing				
Constructions				
Others				
Total	0	0	5	0

Overview of Handling Results:

The University of Macau received 6 complaints/suggestions in 2020. All cases have been handled. The complaints/suggestions were mainly related to “Education and Training” which were under the category of “Functional Supervision”.

The University handled all suggestions/complaints within 45 days and the cases have been archived. Below were the follow-up actions taken:

- Based on the request from public user, the facilities were re-opened and reservations can be made;
- Optimized the working hours arrangement for the constructions in campus.



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Efficacy of the follow-up actions taken:

All follow-up actions were completed and there was no new case of similar nature received to date.

Conclusion:

This is the first time for the University of Macau to participate in the Public Services and Organizational Performance Review. A trend analysis on the suggestions, complaints and objections records will be presented in the next annual report when there is comparable data.