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University of Macau

Suggestions, Complaints and Objections Report 2021

Comparison on the no. of cases in 2020 and 2021

Table 1

Category :	Suggestion		Complaint		Objection	
	2020	2021	2020	2021	2020	2021
Service Procedure						
Service of Staff				1		
Environment						
Equipment and Facilities						
Operation Procedures				2		
Service Information						
Performance Pledge						
Electronic Services						
Information on Performance						
Service Integration						
Others			1			
Total	0	0	1	3	0	0

Table 2

Category :	Suggestion		Complaint		Objection	
	2020	2021	2020	2021	2020	2021
Functional Supervision						
Public Health						



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Category :	Suggestion		Complaint		Objection	
	2020	2021	2020	2021	2020	2021
Functional Supervision						
Environment and Meteorology			1			
Public Finance						
Business Activities						
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				1		
Communication						
Urban Infrastructure						
Housing						
Constructions						
Others						
Total	3	0	2	1	0	0



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Handling of Suggestions, Complaints and Objections 2021

Table 3

Category : Service Procedure	In Progress		Completed and Archived	
	Within 45 Days	Over 45 Days	Within 45 Days	Over 45 Days
Service of Staff			1	
Environment				
Equipment and Facilities				
Operation Procedures			2	
Service Information				
Performance Pledge				
Electronic Services				
Information on Performance				
Service Integration				
Others				
Total	0	0	3	0

Table 4

Category : Functional Supervision	In progress		Completed and Archived	
	Within 45 Days	Over 45 Days	Within 45 Days	Over 45 Days
Public Health				
Environment and Meteorology				
Public Finance				
Business Activities				



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Category : Functional Supervision	In progress		Completed and Archived	
	Within 45 Days	Over 45 Days	Within 45 Days	Over 45 Days
Financial and Monetary Policy				
Security				
Public Safety				
Public Administration				
Legal and Notary Affairs				
Social Security, Services and Welfare				
Education and Training				
Health Care and Hygiene				
Cultural Affairs and Tourism				
Recreation and Sports				
Traffic and Transport			1	
Communication				
Urban Infrastructure				
Housing				
Constructions				
Others				
Total	0	0	1	0

Overview of Handling Results:

The University of Macau received 4 complaints in 2021. All cases have been handled. The complaints received were mainly related to “Operation Procedures” and “Service of Staff” which were under the category of “Service Procedure”, and “Traffic and Transport”, which was under the category of “Functional Supervision”.



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

- Adjusted the service procedures and enhanced supervision;
- Expedited the approval procedure;
- Called the attention of drivers who had violated traffic rules.

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:

In comparison with the total no. of cases received in 2020 (6 cases), the no. of cases received in 2021 had slightly decreased (4 cases). Majority of the cases received in 2020 were related to “Education and Training”, which fell under the category of “Functional Supervision”. While in 2021, majority of the cases received were related to “Operation Procedures”.

The University of Macau will continue listening to suggestions from all parties and improve the management of our campus and the quality of our services.