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UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

University of Macau

Suggestions, Complaints and Objections Report 2022

Comparison on the no. of cases from 2020 to 2022

Table 1

| Category : Service Procedure | Suggestion | | | Complaint | | | Objection | | |
|---------------------------------|------------|----------|----------|-----------|----------|----------|-----------|----------|----------|
| | 2020 | 2021 | 2022 | 2020 | 2021 | 2022 | 2020 | 2021 | 2022 |
| 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 | 0 | 1 | 3 | 0 | 0 | 0 | 0 |

Table 2

| Category : Functional Supervision | Suggestion | | | Complaint | | | Objection | | |
|--------------------------------------|------------|------|------|-----------|------|------|-----------|------|------|
| | 2020 | 2021 | 2022 | 2020 | 2021 | 2022 | 2020 | 2021 | 2022 |
| Public Health | | | | | | | | | |



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| Category : Functional Supervision | Suggestion | | | Complaint | | | Objection | | |
|---|------------|----------|----------|-----------|----------|----------|-----------|----------|----------|
| | 2020 | 2021 | 2022 | 2020 | 2021 | 2022 | 2020 | 2021 | 2022 |
| 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 | | 1 | | | 4 |
| Health Care and Hygiene | | | | | | | | | |
| Cultural Affairs and Tourism | | | | | | | | | |
| Recreation and Sports | | | 1 | | | | | | |
| Traffic and Transport | | | | | 1 | 1 | | | |
| Communication | | | | | | | | | |
| Urban Infrastructure | | | | | | | | | |
| Housing | | | | | | | | | |
| Constructions | | | | | | | | | |
| Others | | | | | | | | | |
| Total | 3 | 0 | 1 | 2 | 1 | 2 | 0 | 0 | 4 |



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Handling of Suggestions, Complaints and Objections 2022

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 | | | | |
| Environment | | | | |
| Equipment and Facilities | | | | |
| Operation Procedures | | | | |
| Service Information | | | | |
| Performance Pledge | | | | |
| Electronic Services | | | | |
| Information on Performance | | | | |
| Service Integration | | | | |
| Others | | | | |
| Total | 0 | 0 | 0 | 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 | | | 3 | 2 |
| Health Care and Hygiene | | | | |
| Cultural Affairs and Tourism | | | | |
| Recreation and Sports | | | 1 | |
| Traffic and Transport | | | 1 | |
| Communication | | | | |
| Urban Infrastructure | | | | |
| Housing | | | | |
| Constructions | | | | |
| Others | | | | |
| Total | 0 | 0 | 5 | 2 |

Overview of Handling Results:

The University of Macau received 1 suggestion, 2 complaint and 4 objection cases in 2022. All cases were duly handled. The cases received were mainly related to “Education and Training”, “Recreation and Sports” and “Traffic and Transport”, which were under the category of “Functional Supervision”.



Among all 7 cases received, 2 cases were not completed within 45 days. The reason was that the University had to coordinate and jointly handle the complaint cases with external organizations, which had exceeded the time limit specified.

Below were the follow-up actions taken by the University:

- 1) Put up a clear notice to service users;
- 2) Enhanced outsource personnel's ability to improvise at work ;
- 3) Reviewed and optimized the terms and conditions of the course curricular for course admission;
- 4) Requested the lecturer to remind students again about the course requirements during the lecture;
- 5) Reminded the lecturer to give extra encouragement and care to students.

Effectiveness of the follow-up actions taken:

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

Conclusion:

In comparison with the total no. of cases received in 2021 (4 cases), the no. of cases received in 2022 had slightly increased (7 cases). Majority of the cases received in 2021 were related to “Operation Procedures”, while in 2022, majority of the cases received were related to “Education and Training”.

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.