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UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

University of Macau

Suggestions, Complaints and Objections Report 2023

Comparison on the no. of cases from 2021 to 2023

Table 1

Category : Service Procedure	Suggestion			Complaint			Objection		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Service of Staff				1		1			
Environment, Equipment and Facilities						1			
Operation Procedures				2					
Service Information						1			
Performance Pledge									
Electronic Services									
Information on Performance									
Service Integration									
Others									
Total	0	0	0	3	0	3	0	0	0

Table 2

Category : Functional Supervision	Suggestion			Complaint			Objection		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Public Health									
Environment and Meteorology									



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Category : Functional Supervision	Suggestion			Complaint			Objection		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
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					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	0	1	0	1	2	0	0	4	0



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Handling of Suggestions, Complaints and Objections 2023

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			1	
Operation Procedures				
Service Information			1	
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				
Financial and Monetary Policy				
Security				



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Category : Functional Supervision	In progress		Completed and Archived	
	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				
Health Care and Hygiene				
Cultural Affairs and Tourism				
Recreation and Sports				
Traffic and Transport				
Communication				
Urban Infrastructure				
Housing				
Constructions				
Others				
Total	0	0	0	0

Overview of Handling Results:

The University of Macau received 3 complaint cases in 2023. All cases were duly handled. The cases received were mainly related to “Service of Staff”, “Environment, Equipment and Facilities” and “Service Information”, which were under the category of “Service Procedure”.

All 3 cases received in 2023 were completed within 45 days and archived.

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



- 1) Enhance the publicity of service procedures;
- 2) Provide additional trainings for staff members and student helpers;
- 3) Enhance the communication skills of staff members;
- 4) Strengthen communication with students;
- 5) Prevent the change of lecture hours.

Conclusion:

In comparison with the total no. of cases received in 2022 (7 cases), the no. of cases received in 2023 had decreased (3 cases).

In 2022, majority of the cases received were related to “Education and Training”. The cases received in 2023 were related to “Service of Staff”, “Environment, Equipment and Facilities” and “Service Information”.

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.