



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

University of Macau

Suggestions, Complaints and Objections Report 2024

Comparison on the no. of cases from 2022 to 2024

Table 1

Category : Service Procedure	Suggestion			Complaint			Objection		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Service of Staff			1		1	1			
Environment, Equipment and Facilities			1		1				
Operation Procedures									
Service Information					1				
Performance Pledge									
Electronic Services									
Information on Performance									
Service Integration									
Others									
Total	0	0	2	0	3	1	0	0	0

Table 2

Category : Functional Supervision	Suggestion			Complaint			Objection		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Public Health									
Environment and Meteorology						2			



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Category : Functional Supervision	Suggestion			Complaint			Objection		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
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					
Communication									
Urban Infrastructure									
Housing									
Constructions									
Others									
Total	1	0	0	2	0	2	4	0	0

Handling of Suggestions, Complaints and Objections 2024

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			2	
Environment, Equipment and Facilities			1	
Operation Procedures				
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			1	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 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	1	1

Overview of Handling Results:

The University of Macau received 3 complaint cases and 2 suggestion cases in 2024. All cases were duly handled. The cases received were mainly related to “Service of Staff”, “Environment and Meteorology” and “Environment, Equipment and Facilities”.

Among all 5 cases received, 1 case was not completed within 45 days. Due to time-consuming procedures involved in the ventilation system improvement project, the handling time had exceeded 45 days.

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



- 1) Continue to optimize the electric vehicle charging facilities on campus;
- 2) Adjusted the call handling arrangement for the hotline;
- 3) Enhanced staff training to provide better reception service to the public;
- 4) Replaced the exhaust system to increase ventilation in the grease trap area and improved ventilation;
- 5) Strengthened the supervision of contractors.

Conclusion:

In comparison with the total no. of cases received in 2023 (3 cases), the no. of cases received in 2024 have increased (5 cases).

In 2023, majority of the cases received were related to “Service of Staff”, “Environment, Equipment and Facilities” and “Service Information”. The cases received in 2024 were mainly related to “Service of Staff”, “Environment and Meteorology” and “Environment, Equipment and Facilities”.

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.