

Macao University of Tourism

2025 Report of Received Suggestions, Complaints and Objections

Type: Service Process	Suggestions			Complaints			Objections		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Services of Staff Members	–	1	–	3	1	2	–	–	–
Environment & Facilities	5	–	5	2	2	4	–	–	–
Operation Procedures	–	–	–	5	–	7	–	–	–
Availability of Service Information	–	2	1	–	–	–	–	–	–
Performance Pledge Programme	–	–	–	–	–	–	–	–	–
E-Services	–	1	–	–	–	–	–	–	–
Performance Information	–	–	–	–	–	–	–	–	–
Service Integration	–	–	–	–	–	–	–	–	–
Others	–	–	–	–	4	3	–	–	–
Total	5	4	6	10	7	16	–	–	–



Type: Supervision Function	Suggestions			Complaints			Objections		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Public health	–	–	–	–	–	–	–	–	–
Environment and Meteorology	–	–	–	–	–	–	–	–	–
Public Finance	–	–	–	–	–	–	–	–	–
Industrial and Commercial Activities	–	–	–	–	–	–	–	–	–
Financial and Monetary Policy	–	–	–	–	–	–	–	–	–
Law and Order	–	–	–	–	–	–	–	–	–
Public Safety	–	–	–	–	–	–	–	–	–
Public Administration	–	–	–	–	–	–	–	–	–
Legal and Notary Affairs	–	–	–	–	–	–	–	–	–
Social Security, Services and Benefits	–	–	–	–	–	–	–	–	–
Education and Training	–	2	2	7	29	4	–	–	–
Medical Hygiene	–	–	–	–	–	–	–	–	–
Culture, Art and Tourism	–	–	–	–	–	1	–	–	–
Recreation and Sports	–	–	–	–	–	–	–	–	–
Traffic and Transportation	–	–	–	–	–	–	–	–	–
Communication	–	–	–	–	–	–	–	–	–
Urban Infrastructure	–	–	–	–	–	–	–	–	–
Housing	–	–	–	–	–	–	–	–	–
Construction	–	–	–	–	–	–	–	–	–
Others	–	–	–	1	–	1	–	–	–
Total	–	2	2	8	29	6	–	–	–

UTM has received complaints related to areas including “Services of Staff Members” 、 “Environment & Facilities” 、 “Operation Procedures” 、 “Education and Training” 、 “Culture, Art and Tourism” and “Others” The following improvement measures have been adopted: :

Administrative and Financial Division :

1. The staff member concerned has been temporarily reassigned to another position and is required to submit a self-reflection report to prevent similar incidents from occurring again. Relevant call records have been retained for internal follow-up and review. Training for hotline staff on campus locations and transportation information has been immediately strengthened to ensure the accuracy of information provided to the public. Service training for hotline staff has also been enhanced, and call-handling procedures and guidelines have been optimized, including the compilation of frequently asked questions, telephone etiquette, handling of emergency/special situations, and alternative arrangements when immediate responses cannot be provided. A comprehensive review of the call transfer system has been conducted, and measures have been implemented to improve the call transfer mechanism to ensure that public enquiries can be properly redirected.
2. Upon receiving the case, the school immediately conducted a detailed study and internal review. The relevant programme title has been added to the website for interested parties to access.

Campus Management Division:

1. During pest control conducted in May, liquid pesticide was used instead to eliminate public concerns.

Institute of Executive and Professional Development :

1. To avoid future misunderstandings, the following statement has been added to the website: “The computer systems, software interfaces, and programming languages used in the course are in English. Instructors will provide Chinese lecture notes and detailed explanations according to the language of instruction.”
2. Teachers have been arranged to provide additional tutorial time before each subsequent class session. Students in need may make advance appointments to attend.
3. The staff member concerned has been arranged to attend training to enhance service quality and strengthen frontline skills.

Pedagogic Affairs Department :

1. Regarding the use of lockers at the Taipa Campus by students of evening degree programmes: For evening degree programme students at the Taipa Campus who have applied to use lockers, the locker usage period has been uniformly extended to 31 August. The locker usage period for the next academic year has also been reviewed.
2. Regarding the lack of food available in the evening and the closure of the cafeteria at Forward Building:
The University is actively improving this campus service in the following three main aspects:
 - a) New vending machines have been installed at Yiu Tung Building, Taipa Campus, providing snacks, bread, biscuits, instant noodles, beverages, and other items. This helps address the issue of food availability.
 - b) The new cafeteria operator at the Taipa Campus, Élysée, commenced operations in September 2025. Due to the lease transition period between the former and new operators, as well as renovation works, there was a short interval during which no catering service provider was available.
 - c) In view of the current situation, students have been advised to temporarily purchase meals through food delivery platforms.
3. Improvement measures concerning the handling of leave applications and student absences due to illness: The University has been continuously reviewing service quality and providing relevant training as appropriate.

Results of Completed Measures :

The results were satisfactory. For all the measures taken, there was no further dissatisfaction from complainants, and no repeat cases have been received so far.

Outstanding Measures:

All measures were fully implemented within 2025.

In addition to cases of suggestion, complaint and dissent, there were 26 cases of appreciation received from January to December 2025, including 24 about the Educational Restaurant and 2 about the Institute of Executive and Professional Development.



2025 Overview of Handling Complaints and Objections

Type: Service Process	Complaints		Objections	
	Handled within 45 days	Handled within 45 days	Handled within 45 days	超過 45 天
Services of Staff Members	2	–	–	–
Environment & Facilities	4	–	–	–
Operation Procedures	7	–	–	–
Availability of Service Information	–	–	–	–
Performance Pledge Programme	–	–	–	–
E-Services	–	–	–	–
Performance Information	–	–	–	–
Service Integration	–	–	–	–
Others	3	–	–	–
Total	16	–	–	–



Type: Supervision Function	Complaints		Objections	
	Handled within 45 days	Handled within 45 days	45 天內完成	Handled within 45 days
Public health	—	—	—	—
Environment and Meteorology	—	—	—	—
Public Finance	—	—	—	—
Industrial and Commercial Activities	—	—	—	—
Financial and Monetary Policy	—	—	—	—
Law and Order	—	—	—	—
Public Safety	—	—	—	—
Public Administration	—	—	—	—
Legal and Notary Affairs	—	—	—	—
Social Security, Services and Benefits	—	—	—	—
Education and Training	4	—	—	—
Medical Hygiene	—	—	—	—
Culture, Art and Tourism	1	—	—	—
Recreation and Sports	—	—	—	—
Traffic and Transportation	—	—	—	—
Communication	—	—	—	—
Urban Infrastructure	—	—	—	—
Housing	—	—	—	—
Construction	—	—	—	—
Others	1	—	—	—
Total	6	—	—	—

In 2025, UTM received a total of 22 complaints, all of which were processed and filed within 45 days.

Summary

The University received a total of 30 cases. All 30 cases were properly handled within 45 days, and no complainant expressed dissatisfaction. All relevant units of the University completed the improvement measures within 2025 and remain committed to providing higher-quality services to the public.

-End-