



Institute for Tourism Studies 2018 Report of Handling Suggestions, Complaints and Objections

Category	Suggestion			Complaint			Objection		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Personnel	-	-	-	8	3	1	-	-	-
Equipment & Facilities	1	3	3	1	5	1	-	-	-
Environment	-	-	-	2	-	-	-	-	-
Work Procedure	4	4	-	8	5	10	2	1	4
Others	8	4	-	7	10	6	-	-	4
Total	13	11	3	26	23	18	2	1	8

Summary of Handling Results

As the table shown above, 29 suggestions, complaints and objections were received in 2018, mainly related to “Work Procedure” (14 cases), “Education & Training” (6 cases), “Equipment & Facilities” (4 cases), “Environment (air/noise pollution and green...etc.)”(6 cases), “Staff” (1 case) and “Construction Work” (1case). To address them, a number of improvement measures have been implemented immediately, including:

1. Streamlining and refining the services workflows for administration efficiency;
2. Enhancing intradepartmental and interdepartmental communications for effective collaborations;
3. Reviewing teaching contents and methodology in a timely manner to ensure the teaching quality;
4. Ameliorating information publishing mechanism;
5. Improving the maintenance work towards campus facilities and trees.

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