



Macao University of Tourism 2024 Report of Received Suggestions, Complaints and Objections

Type: Service Process	Suggestions			Complaints			Objections		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Services of Staff Members	3	-	1	10	3	1	-	-	-
Environment & Facilities	-	5	-	1	2	2	-	-	-
Operation Procedures	1	-	-	3	5	-	-	-	-
Availability of Service Information	-	-	2	-	-	-	-	-	-
Performance Pledge Programme	-	-	-	1	-	-	-	-	-
E-Services	-	-	1	1	-	-	-	-	-
Performance Information	-	-	-	-	-	-	-	-	-
Service Integration	-	-	-	-	-	-	-	-	-
Others	2	-	-	4	-	4	-	-	-
Total	6	5	4	20	10	7	-	-	-



Type: Supervision Function	Suggestions			Complaints			Objections		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
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	1	-	2	5	7	29	-	-	-
Medical Hygiene	-	-	-	-	-	-	-	-	-
Culture, Art and Tourism	-	-	-	-	-	-	-	-	-
Recreation and Sports	-	-	-	-	-	-	-	-	-
Traffic and Transportation	-	-	-	-	-	-	-	-	-
Communication	-	-	-	-	-	-	-	-	-
Urban Infrastructure	-	-	-	-	-	-	-	-	-
Housing	-	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-	-
Others	1	-	-	-	1	-	-	-	-
Total	2	-	2	5	8	29	-	-	-



UTM has received complaints related to areas including Staff Service, Environment and Supporting Facilities, Others, and Education/Training. The following improvement measures have been adopted:

Public Relations Team :

1. Arrangements for notifying participants about photography and image usage during events will be enhanced in the future.
2. Greater attention will be given to the selection and use of event photographs, with improved procedures implemented.
3. Regarding feedback on the international Lunar New Year blessings video, public suggestions will be considered in future productions and strengthen safety risk management.

Rector :

1. University leaders have acknowledged and is addressing concerns regarding staff crossing the road.

Campus Management Division:

1. It is planned to expand noise barriers in the car park to improve effectiveness.

Pedagogic Affairs Department :

1. The University regularly conveys messages through diverse events and festivals. As a place of abundant knowledge for acquisition, it also fosters an enriching campus life where students create lasting memories from a variety of campus activities and experiences beyond their academic pursuits.
2. Discussions will be held with the extracurricular activity instructor to optimise itineraries for better arrangements of the event next time.
3. In accordance with UTM's medical insurance coverage, the list of approved doctors has been updated on the intranet, with clearer notation that "Outpatient care outside Macao's insurance network is not covered". The insurer has been notified of enhancement suggestions for feasibility review.



Faculty of Innovative Hospitality Management/ Faculty of Creative Tourism and Intelligent Technologies :

1. Future *Macau Business* articles will place greater emphasis on policy suggestions.
2. Continuous improvements will be made to institutional management and student conduct protocols to ensure holistic education and cultivation for students.
3. Ongoing requirement for the responsible unit to reinforce and implement classroom discipline regulations to faculty and students.
4. Further optimisation of practical course quality for providing students with enhanced experiences of integrated applied education.
5. Review of future exchange activities and student dress codes will be conducted.
6. Faculty and students have been reminded to comply with the University's regulations on classroom disciplines.
7. Students are continuously encouraged to maintain formal communication channels with faculty while respecting privacy of both sides.
8. Faculty and staff members have been reminded of their duties and responsibilities in enforcing dress code compliance to students, in order to avoid reoccurrence of similar incidents.
9. Ongoing improvements in promotional, administrative, and teaching/learning management.
10. Reinforced reminders to staff and students regarding traffic regulation compliance.
11. UTM has always placed strong emphasis on fostering professional ethics and exemplary conduct among faculty members, while ensuring the collegiality of teaching and learning assessments. A comprehensive mechanism for prevention, monitoring and resolution has been established.

Institute of Executive and Professional Development :

1. Ensuring instructors commence lectures as scheduled.
2. Arranging faculty-supervisor meetings, class observations by coordinators, video recording on all classes, and providing complainants with full class refund.
3. Arranging faculty-supervisor meetings, class observations by coordinators, video recording on all classes, post-course evaluation of feedback questionnaires, emphasising the importance of effective communication and respectful learning environments to faculty in order to create a harmonious learning environment together.
4. Proper storage of unused perishables in the refrigerator for handling later.
5. Guaranteeing equal practical participation opportunities for students.
6. Timely order of eggs and quality check assurance. Pre-tasting briefings for students due to possible quality variability of every meat order, and thus tasting and adjustments are some necessary procedures.
7. Optimal planning of class agenda to prevent early conclusion of classes.



Results of Completed Measures :

The results are satisfactory. No complainant has complained again about the measures taken and completed. There are no repeated complaints about the same case either.

Outstanding Measures:

All measures were fully implemented within 2024.

In addition to cases of suggestion, complaint and dissent, there were 40 cases of appreciation received from January to December 2024, including 35 about the Educational Restaurant, 1 related to the Organisation and Information Technology Division, and 4 about the Institute of Executive and Professional Development.

2024 Overview of Handling Complaints and Objections

Type: Service Process	Complaints		Objections	
	Handled within 45 days	Handled within 45 days	Handled within 45 days	Handled over 45 days
Services of Staff Members	1	-	-	-
Environment & Facilities	2	-	-	-
Operation Procedures	-	-	-	-
Availability of Service Information	-	-	-	-
Performance Pledge Programme	-	-	-	-
E-Services	-	-	-	-
Performance Information	-	-	-	-
Service Integration	-	-	-	-
Others	4	-	-	-
Total	7	-	-	-



Type: Supervision Function	Complaints		Objections	
	Handled within 45 days	Handled within 45 days	Handled within 45 days	Handled over 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	29	-	-	-
Medical Hygiene	-	-	-	-
Culture, Art and Tourism	-	-	-	-
Recreation and Sports	-	-	-	-
Traffic and Transportation	-	-	-	-
Communication	-	-	-	-
Urban Infrastructure	-	-	-	-
Housing	-	-	-	-
Construction	-	-	-	-
Others	-	-	-	-
Total	29	-	-	-



Among the 36 cases of complaint received in 2024, all have been completed and archived within 45 days.

Summary:

UTM received a total of 42 cases, all of which were properly resolved within 45 days. For 11 cases where petitioners expressed dissatisfaction, follow-up improvement measures were enacted. All units at UTM completed the improvement measures in 2024, reaffirming our commitment to providing excellent services to the residents.

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