



## Macao Institute for Tourism Studies 2023 Report of Received Suggestions, Complaints and Objections

Type: Service Process	Suggestions			Complaints			Objections		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Services of Staff Members	-	3	-	3	10	3	-	-	-
Environment & Facilities	-	-	5	4	1	2	-	-	-
Operation Procedures	2	1	-	1	3	5	1	-	-
Availability of Service Information	-	-	-	-	-	-	-	-	-
Performance Pledge Programme	-	-	-	-	1	-	-	-	-
E-Services	-	-	-	3	1	-	-	-	-
Performance Information	-	-	-	-	-	-	-	-	-
Service Integration	-	-	-	-	-	-	-	-	-
Others	-	2	-	2	4	-	-	-	-
<b>Total</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>13</b>	<b>20</b>	<b>10</b>	<b>1</b>	<b>-</b>	<b>-</b>



Type: Supervision Function	Suggestions			Complaints			Objections		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
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	-	5	5	7	-	-	-
Medical Hygiene	-	-	-	-	-	-	-	-	-
Culture, Art and Tourism	-	-	-	-	-	-	-	-	-
Recreation and Sports	-	-	-	-	-	-	-	-	-
Traffic and Transportation	-	-	-	-	-	-	-	-	-
Communication	-	-	-	-	-	-	-	-	-
Urban Infrastructure	-	-	-	-	-	-	-	-	-
Housing	-	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-	-
Others	-	1	-	1	-	1	-	-	-
<b>Total</b>	-	<b>2</b>	-	<b>6</b>	<b>5</b>	<b>8</b>	-	-	-



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

**School of Continuing Education:**

1. The enrolment procedures for the course “Certificate in Macao History and Tourism” have been improved.
2. A stern warning has been issued to a lecturer who eats, drinks, and uses electronic device in class.
3. The number of rubbish bins and rubbish bags has increased.
4. In order to improve the examination procedures and mechanism, the Institute is considering the possibility of drawing lots in advance for the examination order for similar courses in the future in the light of the actual situation, so as to facilitate better time arrangement for the students.

**Pedagogic Affairs Department:**

1. Where possible, classes would be avoided during the Chinese New Year period (including New Year’s Eve).
2. The process has been optimised to limit the staff who have access to the relevant personal data.
3. Immediately followed up with the teaching staff and distributed the relevant teaching materials to the students on the same evening.
4. The staff member was warned to pay attention to the tone of voice and attitude in conversation, and to be patient, cautious about the use of words and maintain a kind tone when answering phone calls, so as not to cause the customers dissatisfaction.

**School of Hospitality Management/School of Tourism Management:**

1. The relevant course teacher will continuously review and improve the potential deficiencies in the course.

**Educational Hotel:**

1. The fee schedule for the academic year 2024/2025 has been clarified on the hostel’s website for the information of new students.
2. The Hostel Team will reissue the notice of smoke-free policy to all hostel residents to reiterate the penalty and severity of the infringement so as to enhance students’ awareness.
3. When issuing warning letters to students, the Hostel Team will verbally remind them that infringement of smoking for three times may result in an order to leave the hostel.



**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 have been implemented in 2023.

In addition to the suggestions, complaints and objections, IFTM received a total of 40 compliments between January and December 2023, concerning mainly the Educational Restaurant with a total of 38 compliments, followed by 2 related to the Division of Organisation and Information Technology.

**2023 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	3	-	-	-
Environment & Facilities	2	-	-	-
Operation Procedures	5	-	-	-
Availability of Service Information	-	-	-	-
Performance Pledge Programme	-	-	-	-
E-Services	-	-	-	-
Performance Information	-	-	-	-
Service Integration	-	-	-	-
Others	-	1	-	-
<b>Total</b>	<b>10</b>	<b>1</b>	<b>-</b>	<b>-</b>



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	7	-	-	-
Medical Hygiene	-	-	-	-
Culture, Art and Tourism	-	-	-	-
Recreation and Sports	-	-	-	-
Traffic and Transportation	-	-	-	-
Communication	-	-	-	-
Urban Infrastructure	-	-	-	-
Housing	-	-	-	-
Construction	-	-	-	-
Others	1	-	-	-
<b>Total</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>-</b>



In 2023, IFTM received a total of 10 complaints, all of which were processed and filed within 45 days.

### **Summary**

IFTM received a total of 23 cases, all 23 of which were properly processed within 45 days. In one of those cases, the complainant expressed dissatisfaction, was followed up again and improvement measures were implemented. All units of IFTM have taken all the improvement measures within 2023 and is committed to providing better services to the public.

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