



Macao Institute for Tourism Studies 2022 Report of Received Suggestions, Complaints and Objections

Type: Service Process	Suggestions			Complaints			Objections		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
Services of Staff Members	1	-	3	6	3	10	-	-	-
Environment	-	-	-	1	1	-	-	-	-
Facilities	-	-	-	1	3	1	-	-	-
Operation Procedures	2	2	1	1	1	3	-	1	-
Availability of Service Information	-	-	-	-	-	-	-	-	-
Performance Pledge Programme	-	-	-	-	-	1	-	-	-
E-Services	-	-	-	-	3	1	-	-	-
Performance Information	-	-	-	-	-	-	-	-	-
Service Integration	-	-	-	-	-	-	-	-	-
Others	-	-	2	4	2	4	-	-	-
Total	3	2	6	13	13	20	-	1	-



Type: Supervision Function	Suggestions			Complaints			Objections		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
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	-	1	-	5	5	2	-	-
Medical Hygiene	-	-	-	-	-	-	-	-	-
Culture, Art and Tourism	-	-	-	-	-	-	-	-	-
Recreation and Sports	-	-	-	-	-	-	-	-	-
Traffic and Transportation	-	-	-	-	-	-	-	-	-
Communication	-	-	-	-	-	-	-	-	-
Urban Infrastructure	-	-	-	-	-	-	-	-	-
Housing	-	-	-	-	-	-	-	-	-
Construction	-	-	-	-	-	-	-	-	-
Others	-	-	1	-	1	-	-	-	-
Total	1	-	2	-	6	5	2	-	-



IFTM has received complaints about Staff Service, Environment, Supporting Facilities, Process and Procedures, Electronic Services, Education/Training and other areas. Improvement measures are adopted as below:

School of Continuing Education:

1. Server problems has been reported to the Division of Organisation and Information Technology.
2. The teacher has resumed teaching the production of Portuguese egg tart and “bolo-rei”, the traditional Portuguese Christmas cake, as mentioned in the letter. However, as the puff pastry machine belt in the classroom has been damaged, the puff pastry making process will be moved to the bakery kitchen in the Education Restaurant.
3. The teacher will teach all the 14 items that the students are already aware of before they enrolled in the course, with 4 additional items to be introduced in class. The teaching team has also coordinated internally and understands the administrative process involved whenever a change of course content is necessary.
4. As for other SCE certificates, future MORS certificates will be issued by the front office of the Academic Affairs Department.

Pedagogic Affairs Department:

1. Credit exemption information has been added in the student handbook.
2. A note has been added on the website indicating the scope of the alumni card.
3. A note has been added to the members page reminding to insert the correct information.
4. The Division of Organisation and Information Technology reminds colleagues by email to deal with enquiries in a timely manner.
5. The definition of conditional admission will be further explained, and the guidelines for completing the application form will be reviewed and optimised.
6. Commence the process of optimising online applications.

School of Hospitality Management/School of Tourism Management:

1. Prepare the alternative examination plans and communicate with students in a timely manner.

Administrative and Financial Division:

1. Plan to upgrade the public call answering system to further enhance the automation functions.

Organization and Information Technology Division:

1. Provide training to sub-contracted personnel again in relation to the appropriate approach to handle service requests, especially the sub-contracted staff who dealt with that incident.



2. The supplier was informed of the incident, and the sub-contracted personnel were reminded of the proper way to handle service requests.
3. Stress to our technical support staff that it is always our top priority to handle classroom incidents directly.
4. Contacted our telephone system maintenance and repair service provider to resolve the problem and arrange further inspections to avoid similar problems.

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:

1 measure will be implemented by 2023.

In addition to the suggestions, complaints and objections, the Institute received a total of 56 compliments between January and December 2022, concerning mainly the Educational Restaurant with a total of 47 compliments, followed by 4 related to the Division of Organisation and Information Technology, 2 for the School of Continuing Education and also 1 for Academic Affairs, Campus Management and the IFTM respectively.

2022 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	10	-	-	-
Environment	-	-	-	-
Facilities	1	-	-	-
Operation Procedures	3	-	-	-
Availability of Service Information	-	-	-	-
Performance Pledge Programme	1	-	-	-
E-Services	1	-	-	-



Performance Information	-	-	-	-
Service Integration	-	-	-	-
Others	3	1	-	-
Total	19	1	-	-

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	5	-	-	-
Medical Hygiene	-	-	-	-
Culture, Art and Tourism	-	-	-	-
Recreation and Sports	-	-	-	-
Traffic and Transportation	-	-	-	-
Communication	-	-	-	-



Type: Supervision Function	Complaints		Objections	
	Handled within 45 days	Handled within 45 days	Handled within 45 days	Handled over 45 days
Urban Infrastructure	-	-	-	-
Housing	-	-	-	-
Construction	-	-	-	-
Others	-	-	-	-
Total	5	-	-	-

In 2022, IFTM received a total of 25 complaints, all of which have been processed and filed. Among all the cases, two of them required liaison with external organisations and took more than 45 days to process, but less than 90 days to complete and file.

Summary

In 2022, IFTM received a total of 33 cases. Among all the cases, 31 were processed properly within 45 days, 1 required liaison with external organisations, while 1 took time to process and was completed within 90 days. In 2 of those cases, the complainant expressed dissatisfaction, but no improvement measures were taken since the complainant did not prove the legitimacy of the request and did not point out any violations of law by the Institute. As planned, all units of IFTM will continue to monitor the outstanding improvement measures for 2022 in order to provide better services to the public.

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