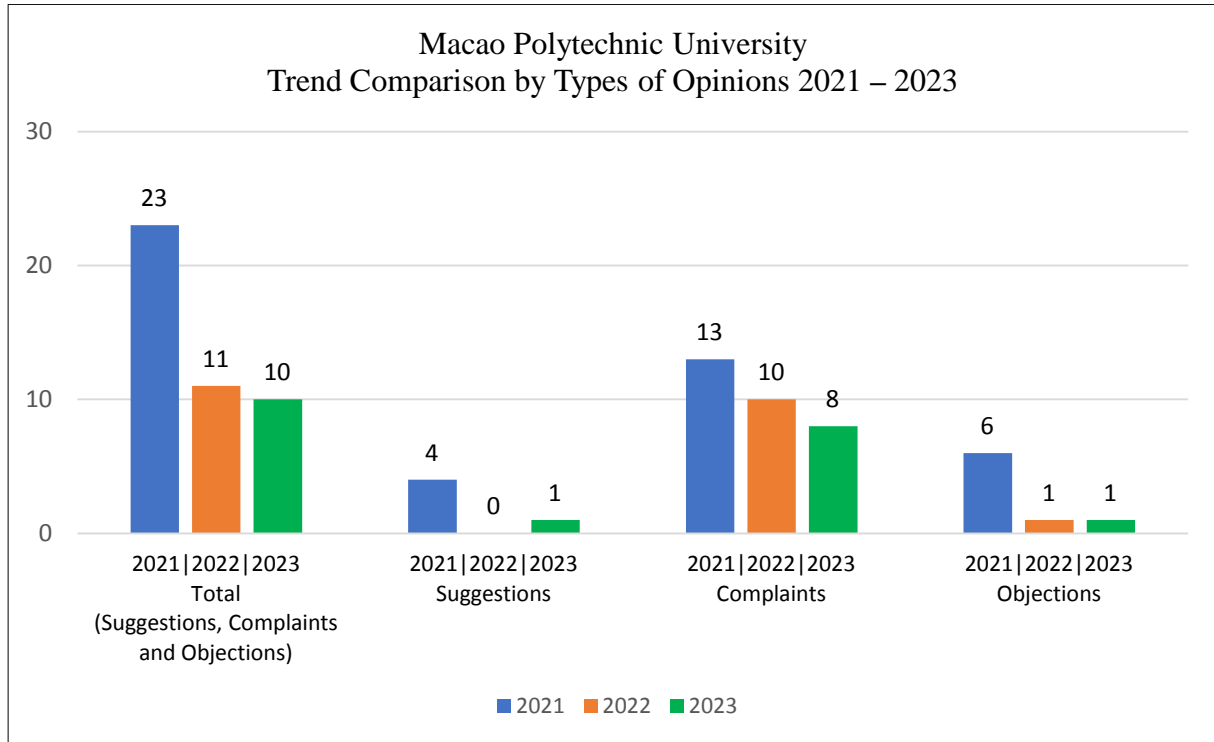




Macao Polytechnic University Overview of Suggestions, Complaints and Objections

Trend Comparison by Types of Opinions 2021 – 2023:



Category	Suggestions			Complaints			Objections		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Personnel			1	2	4	3	1		
Environment & Equipment and Facilities					3	4			
Procedures	1								1
Service Information	2			2					
Service Guarantee									
IT Services				1		1			
Performance-related Information									
Service Integration									
Others	1			8	3		5	1	
Total	4	0	1	13	10	8	6	1	1



Overview of Handling Results in 2023:

Macao Polytechnic University received 10 cases in 2023, mainly related to categories including Personnel, Environment & Equipment and Facilities, Procedures and IT Services. All cases were processed and archived within 45 days. In response to the cases, the relevant units/departments adopted the follow-up measures as below:

1. Cases related to Personnel: Made immediate communication and improvement, conducted training on enhancing staff service quality and emphasized the need for staff to be courteous in their duties.
2. Cases related to Environment & Equipment and Facilities: Took immediate actions to comprehensively detect noise, installed noise barrier walls and curtains, adjusted noisy working hours, and enhanced environmental cleanliness and protection.
3. Case related to Procedures: Liaised and communicated with all parties concerned, and satisfaction expressed.
4. Case related to IT Services: Ensured the protection of information network, IT system and data; optimised the email services of MPU.

Category	Suggestions	Complaints	Objections	Total
Personnel	1	3		4
Environment & Equipment and Facilities		4		4
Procedures			1	1
Service Information				0
Service Guarantee				0
IT Services		1		1
Performance-related Information				0
Service Integration				0
Others				0
Total	1	8	1	10



Overview of Handling Results in 2022:

Macao Polytechnic University received 11 cases in 2022. All cases were processed and archived within 45 days. The relevant units/departments adopted the follow-up measures in response to cases.

Category	Suggestions	Complaints	Objections	Total
Personnel		4		4
Environment		2		2
Equipment and Facilities		1		1
Others		3	1	4
Total	0	10	1	11

Overview of Handling Results in 2021:

Macao Polytechnic University received 23 cases in 2021. All cases were processed and archived within 45 days. The relevant units/departments adopted the follow-up measures in response to cases.

Category	Suggestions	Complaints	Objections	Total
Personnel		2	1	3
Procedures	1			1
Service Information	2	2		4
IT Services		1		1
Others	1	8	5	14
Total	4	13	6	23