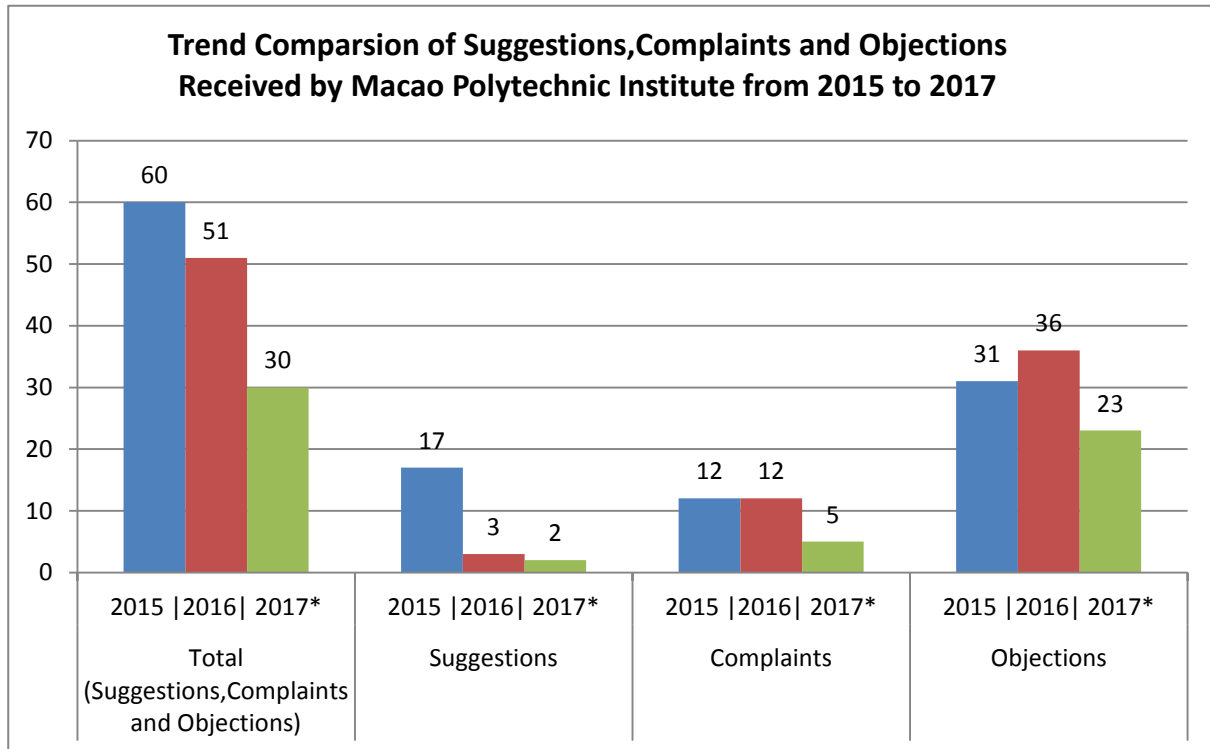




## Overview of Suggestions, Complaints and Objections Received by Macao Polytechnic Institute



\*January to June 2017

### January to June 2017

Nature	Suggestions	Complaints	Objections	Total
Staff	1	4		5
Equipment and Facilities	1			1
Environment				0
Procedures			23	23
Others		1		1
<b>Total</b>	<b>2</b>	<b>5</b>	<b>23</b>	<b>30</b>

Among the 30 cases received by MPI in January to June 2017, all cases have been processed and archived within 45 days. Among them, 1 case is anonymous. In response to the issues raised, the relevant departments involved have carried out follow-up measures to improve the situation.



2016

Nature	Suggestions	Complaints	Objections	Total
Staff	1	6		<b>7</b>
Equipment and Facilities	2	4		<b>6</b>
Environment		1		<b>1</b>
Procedures		1	35	<b>36</b>
Others			1	<b>1</b>
<b>Total</b>	<b>3</b>	<b>12</b>	<b>36</b>	<b>51</b>

Among the 51 cases received by MPI in 2016 , 49 cases have been processed and archived within 45 days, while 2 anonymous cases were closed. In response to the issues raised, the relevant departments involved have carried out follow-up measures to improve the situation.

2015

Nature	Suggestions	Complaints	Objections	Total
Staff		4		<b>4</b>
Equipment and Facilities	6	1		<b>7</b>
Environment		1	1	<b>2</b>
Procedures	2	3	28	<b>33</b>
Others	9	3	2	<b>14</b>
<b>Total</b>	<b>17</b>	<b>12</b>	<b>31</b>	<b>60</b>

Among the 60 cases received by MPI in 2015, 58 cases have been processed and archived within 45 days while 2 cases cannot be processed within 45 days. In response to the issues raised, the relevant departments involved have carried out follow-up measures to improve the situation.