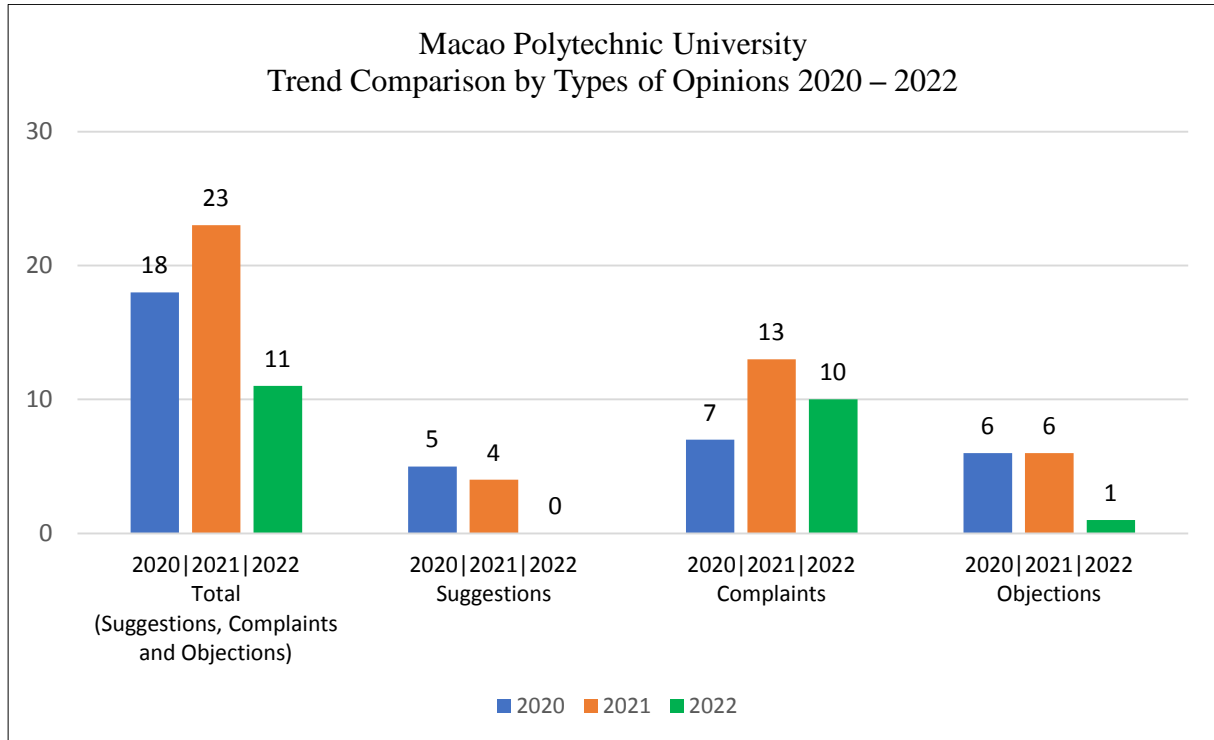




## Macao Polytechnic University Overview of Suggestions, Complaints and Objections

### Trend Comparison by Types of Opinions 2020 – 2022:



Category	Suggestions			Complaints			Objections		
	2010	2021	2022	2020	2021	2022	2020	2021	2022
Personnel					2	4		1	
Environment				1		2			
Equipment and Facilities				2		1			
Procedures		1		2			5		
Service Information		2			2				
Service Guarantee									
IT Services					1				
Performance-related Information									
Service Integration									
Others	5	1		2	8	3	1	5	1
<b>Total</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>13</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>1</b>



## Overview of Handling Results in 2022:

Macao Polytechnic University received 11 cases in 2022, mainly related to categories including Personnel, Environment, Equipment and Facilities and Others. 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: Improved immediately and enhanced all related parties communication and staff training on providing quality services;
2. Cases related to Environment: Set up noise monitoring point and followed up with the relevant government department actively and adopted appropriate solutions;
3. Cases related to Equipment and Facilities: Responded immediately and maintained close communication. Followed up immediately and enhanced the relevant information;
4. Cases related to Others: Carried out corresponding follow-up measures according to case attributes.

Category	Suggestions	Complaints	Objections	Total
Personnel		4		4
Environment		2		2
Equipment and Facilities		1		1
Procedures				0
Service Information				0
Service Guarantee				0
IT Services				0
Performance-related Information				0
Service Integration				0
Others		3	1	4
<b>Total</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>11</b>



### Overview of Handling Results in 2021:

Macao Polytechnic University received 23 cases in 2021, mainly related to categories including Personnel, Procedures, Service Information, IT Services, and Others. 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

### Overview of Handling Results in 2020:

Macao Polytechnic University received 18 cases in 2020. Among the cases, 17 cases were processed and archived within 45 days; 1 case could not be handled. The relevant units/departments adopted corresponding follow-up measures in response to the cases.

Category	Suggestions	Complaints	Objections	Total
Environment		1		1
Equipment and Facilities		2		2
Procedures		2	5	7
Others	5	2	1	8
Total	5	7	6	18