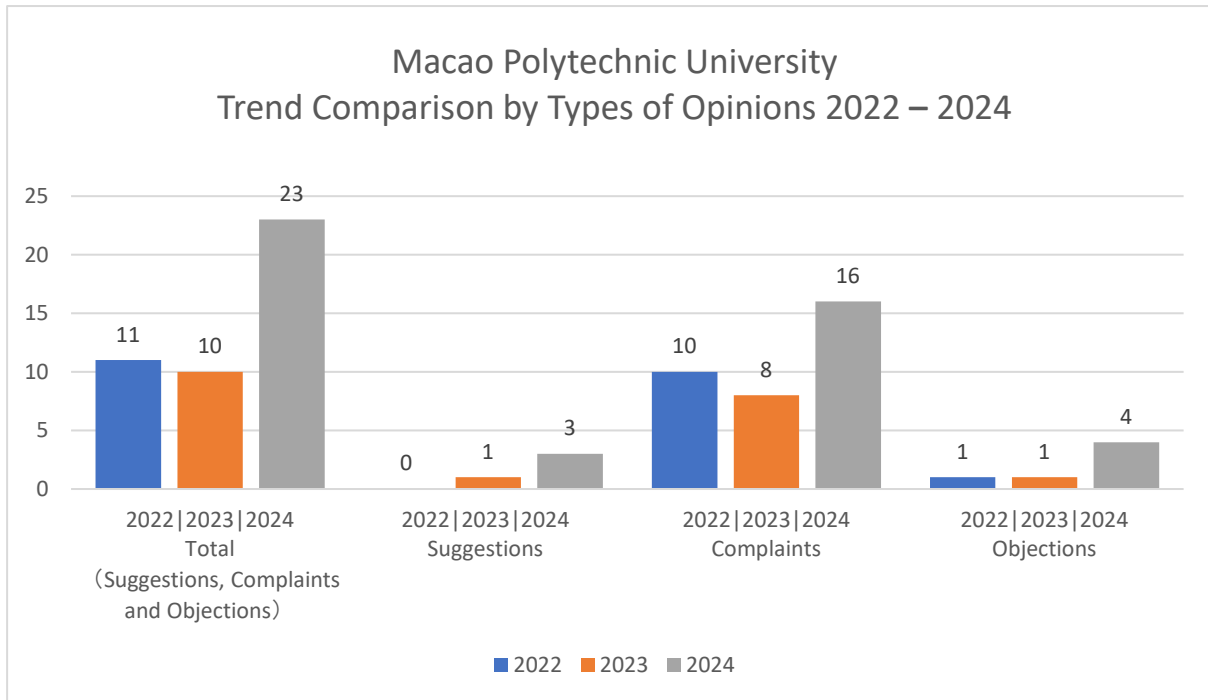




Macao Polytechnic University Overview of Suggestions, Complaints and Objections

Trend Comparison by Types of Opinions 2022 – 2024:



Category	Suggestions			Complaints			Objections		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Personnel		1		4	3	3			
Environment & Equipment and Facilities				3	4	4			1
Procedures								1	
Service Information									
Service Guarantee									
IT Services			1		1				
Performance-related Information									
Service Integration									
Others			2	3		9	1		3
Total	0	1	3	10	8	16	1	1	4



Overview of Handling Results in 2024:

Macao Polytechnic University (MPU) received 23 cases in 2024, mainly related to categories including Personnel, Environment & Equipment and Facilities, IT Services 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. In respect of staff service related cases, immediate communication and improvement were made to enhance the quality of staff service; ensuring that teaching staff use the relevant medium of instruction in class; arranging training for relevant staff to receive training in reception and language skills, etc., and emphasising the need for staff to be courteous in discharging their duties;
2. For cases related to the environment and ancillary facilities, immediate actions have been taken to deal with the cases, such as disinfecting and cleaning the facilities and equipment; planning to install the automatic gates; arranging for the replacement of photocopiers; completing the optimisation of the sound-proofing installations, and conducting regular inspections and monitoring on an on-going basis;
3. For the electronic service related cases, the persons concerned were immediately contacted and satisfied.
4. For other related cases, after communicating with the persons concerned, all persons concerned expressed understanding and acceptance. Subsequent to the satisfactory completion of the case, we have replied to the relevant government departments.

Category	Suggestions	Complaints	Objections	Total
Personnel		3		3
Environment & Equipment and Facilities		4	1	5
Procedures				0
Service Information				0
Service Guarantee				0



IT Services	1			1
Performance-related Information				0
Service Integration				0
Others	2	9	3	14
Total	3	16	4	23

Effectiveness of Measures Completed:

For the cases in 2024, the relevant units/departments have taken immediate follow-up actions and all the measures have been substantially completed. No recurrence of similar problems has been observed, indicating that the improvement measures have been effective to a certain extent. Relevant units/departments will continue to monitor the effectiveness of the measures, review and optimise the work procedures in a timely manner, and strive to provide quality services to users.

Effectiveness of outstanding measures:

There is no outstanding follow-up action in 2024.



Overview of Handling Results in 2023:

MPU received 10 cases in 2023. 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	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