



澳門特別行政區政府  
Governo da Região Administrativa Especial de Macau

旅遊局  
Direcção dos Serviços de Turismo

### Number of Received Suggestions, Complaints & Objections as of 2014

Type	Suggestion			Complaint			Objection		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Staff	0	0	3	10	5	16	0	0	0
Equipment & Facility	11	6	5	5	2	10	0	0	0
Environment	0	3	1	2	0	4	0	0	0
Procedure	1	2	5	3	0	2	3	0	0
Others	0	0	18	0	0	69	0	0	0
<b>Total</b>	12	11	32	20	7	101	3	0	0

### Results of Handled Cases

**MGTO have received complaints related to the category of “others” and we have taken the following measures in order to improve the situation:**

1. Regarding the Stamp Collection Fun for “Step Out, Experience Macau’s Communities”, we have requested the service provider to provide residents/tourists with courtesy service and accepted suggestions from residents. In order to improve the activity environment and service quality, the service provider were requested to install sunshade and electric fan immediately at the service counter.
2. Concerning the complaints about MGTO staff, the superiors of the concerned staff have taken follow-up measures and investigations for the complaints. The outcome will be treated as precedents for future so as to remind staff to improve service quality. Meanwhile, more efforts will be made for staff trainings as well.
3. When dealing the complaints that are related to the staff of the outsourced companies, MGTO took immediate measures to look into the matter and reflected the complaints to the companies and necessary rearrangements were made.



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4. Regarding the suggestions on the adding English signage at MGTO Reception Desk located on 12<sup>th</sup> Floor, the concerned department has added English into the existing Portuguese signage after internal discussion.

**For other cases not related to MGTO's scope of responsibility, MGTO has taken the following measures:**

1. Concerning the “Halloween Parade” and “Macau Zombie Walk Activity”, MGTO has summarized resident's opinions and contacted the organizer requesting them that they should not add any violent, bloody and horrific elements into the activity.
2. Regarding the suggestions on traffic arrangements around the tourist attractions, MGTO has forwarded the same to the responsible department for follow-up and study so that they can use as a reference for future planning.