



The Statistical Data of
Suggestions, Complaints and Objections of
Macau Government Tourist Office





The Statistical Data of Suggestions, Complaints and Objections of Macau Government Tourist Office (July to December 2011)

The Statistics of Suggestions, Complaints and Objections						
Nature Type	Suggestion		Complaints		Objection	
	Identified	Anonymous	Identified	Anonymous	Identified	Anonymous
Staff	4	1	5			
Equipments & Facilities	3	1				
Environment						
Procedures						
Total	7	2	5	0	0	0

The Statistics of handling Suggestions, Complaints and Objections				
Nature Type	Elimination due to anonymity	Intractable case	Processing [not exceed 45 days (deadline)]	Completed and filed
Staff			1	9
Equipments & Facilities				4
Environment				
Procedures				
Total	0	0	1	13