

Complaint Statistics																														
Year	Entities being complained (categorized by organization and nature)																										Total	Cumulative Total		
	AACM		Macau International Airport											Local Airlines						Foreign Airlines					Others (non-aviation)					
	Staff	Services / Facilities / Operations	Concession / Sub-concession	Ground Handler	Airport Security	Aircraft Fuel	Duty Free	Airport Restaurant	Airport Facilities	Airport Managements / Services / Operations	Aviation Safety	Aircraft noise	Environmental Pollution	Lost / Damaged of articles	Staff	Services / Facilities / Operation	Denied boarding	Flight Delay / Cancellation / Assistance and Compensation	Aviation Safety	Lost / Damaged of Articles	Staff	Services / Facilities / Operations	Denied boarding	Flight Delay / Cancellation / Assistance and Compensation	Aviation Safety	Lost / Damaged of Articles			Facilities / Services surrounding Airport	Immigration
2001	0	0	0	0	0	0	0	2	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	6	6
2002	1	0	0	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	5	11	
2003	0	0	0	0	0	0	0	1	0	0	1	1	2	0	0	0	2	0	0	0	0	0	0	0	0	1	1	9	20	
2004	0	1	0	2	2	0	0	0	0	1	1	0	2	1	3	0	1	1	0	0	1	0	0	0	0	0	0	16	36	
2005	0	0	0	0	0	0	0	0	2	0	2	0	0	0	2	0	1	1	0	0	2	0	0	0	1	0	0	12	48	
2006	1	3	0	0	2	0	0	0	1	0	1	0	0	0	1	0	1	0	1	2	4	2	0	0	1	0	0	20	68	
2007	0	0	0	1	2	0	0	1	4	4	0	0	0	1	4	0	5	0	1	2	4	0	2	0	1	1	0	33	101	
2008	0	0	0	2	7	0	1	0	2	10	0	0	0	1	7	1	13	0	0	0	4	0	4	0	1	1	1	55	156	
2009	0	0	0	1	2	0	0	0	1	6	0	0	0	2	8	1	17	0	0	0	4	3	4	0	1	1	1	54	210	
2010	1	0	0	6	0	0	0	1	0	0	0	0	1	1	7	3	9	0	0	4	2	2	6	1	2	0	0	46	256	
2011	0	0	0	0	2	0	0	2	2	0	1	0	1	2	6	0	13	1	0	0	5	1	7	1	0	0	44	300		
Total	3	4	0	12	17	0	2	1	13	26	1	8	1	10	8	39	5	62	3	2	8	26	8	24	3	6	4	4	300	