

Suggestions, Complaints and Objections in 2024

Service Process

Type	Suggestions	Complaints	Objections
Personnel	0	0	0
Environment and Facilities	0	0	0
Operational Procedures	2	1	0
Service Information	0	0	0
Service Guarantee	0	0	0
Electronic Services	0	0	0
Performance Information	0	0	0
Service Integration	0	0	0
Others	0	0	0
Total	2	1	0

Regulatory Functions

Type	Suggestions	Complaints	Objections
Public Health	0	0	0
Environment and Meteorology	0	0	0
Public Finance	0	0	0
Business Activities	0	0	0
Financial and Monetary Policies	0	0	0
Public Security	0	0	0
Public Safety	0	0	0
Public Administration	0	0	0

Legal and Notarial Affairs	0	0	0
Social Security, Services, and Welfare	0	0	0
Education and Training	0	0	0
Medical and Health Care	0	0	0
Cultural Tourism	0	0	0
Recreation and Sports	0	0	0
Transportation and Logistics	2	189	0
Telecommunications	0	0	0
Urban Infrastructure	0	0	0
Housing	0	0	0
Engineering	0	0	0
Others	0	0	0
Total	2	189	0

Received cases summary:

In 2024, the Civil Aviation Authority received a total of 194 cases, of which 3 cases were mainly related to air transport policies and e-services application procedures, and the remaining 191 cases were directed at the aviation industry operators and mainly pertained to commercial activities and customer service.

Measures taken to improve the handling procedures of complaint cases:

Regarding the 3 cases related to air transport policies and e-services application procedures, AACM replied to the complainants directly or through the SAEP with the following explanations or improvement measures:

1. Suggestion on opening of air services and increasing flight frequencies: The SAR government wishes that the introduction of the new air transport business licensing system can attract more new operators and gradually expand the network of Macao, providing more direct flight services for Macao residents and visitors. At the present moment, some routes operated by the airlines to and from Macao already reached the network all over the

world, allowing passengers to travel to Macao through the connecting flights. Macau International Airport will continue to work closely with local and foreign airlines to develop more international markets, so as to develop more direct or connecting long-haul routes, providing comprehensive one-stop travel solutions.

2. Suggestion on opening of domestic routes: AACM replied to the complainant that the opening of routes are driven by the market and determined by the commercial decisions of the airlines. The SAR government has adopted flexible policies in approving flights application as long as the air operators meet aviation safety standards of Macao and the provisions of the bilateral air services agreements between the two places.
3. Opinion on optimizing the real-time location of the prohibited areas in “Online service platform for drone operation”: AACM explained to the complainant that when operators submit drone activity notifications on site, the system will automatically track the location of devices of the operator to obtain the real-time location, in order to avoid incorrect input of the locations manually.

For the 191 cases which were directed at the aviation industry operators and mainly pertained to commercial activities and customer service, AACM was unable to intervene into these cases and therefore handled them according to the procedures relevant to the AACM service item listed under reference number 1972 "Receive and Forward Complaints". Upon receiving these cases, the Authority has promptly forwarded them to the operators for their handling and has requested the operators to reply to the complainants directly with the results of their investigation or internal meeting.

In addition to forwarding the cases to the operators, AACM will assess the cases to check if there is an urgent need for help. In situations where it is feasible to contact the operator by phone, AACM will request the operator to provide an immediate response to the complainant at the earliest convenience in order that the complainant knows the case is being followed up by the operator and can feel more at ease. Furthermore, through informal meetings with the management of the operators, the AACM senior management will express the importance of improving service quality and encourage the operators to continue to strive for better services.

Progress of suggestions and complaint cases

Service Process (Cases related to the Authority)

Type	Suggestions, Complaints and Objections	
	Within 45 days	More than 45 days
Personnel	0	0
Environment and Facilities	0	0
Operational Procedures	3	0
Service Information	0	0
Service Guarantee	0	0
Electronic Services	0	0
Performance Information	0	0
Service Integration	0	0
Others	0	0
Total	3	0

Regulatory Functions (Cases forwarded to the aviation industry operators)

Type	Suggestions, Complaints and Objections	
	Within 45 days	More than 45 days
Public Health	0	0
Environment and Meteorology	0	0
Public Finance	0	0
Business Activities	0	0
Financial and Monetary Policies	0	0
Public Security	0	0
Public Safety	0	0
Public Administration	0	0
Legal and Notarial Affairs	0	0
Social Security, Services, and Welfare	0	0
Education and Training	0	0
Medical and Health Care	0	0
Cultural Tourism	0	0
Recreation and Sports	0	0
Transportation and Logistics	190	1
Telecommunications	0	0
Urban Infrastructure	0	0
Housing	0	0
Engineering	0	0
Others	0	0
Total	190	1

Reason for late response to complaint case:

Regarding an overdue case which was forwarded to the aviation industry operator for handling, the nature was related to the operational procedures of aviation security. Upon receipt of the case, the Authority forwarded the case to CAM - Macau International Airport Co. Ltd., for handling and requested them to submit the investigation report. As CAM and SEMAC Security Company (the airport security service provider) aimed to conduct a thorough and detailed evidence collection process, the time required was ultimately prolonged. After receiving the investigation results from CAM, the Authority compiled all the information and replied to the complainant. The entire handling process took approximately 65 days to complete and file.