

# **Receive and Forward Complaints**

## **Introduction of service**

Receive and forward complaints regarding civil aviation affairs from public.

## **Service target and eligibility criteria**

A person who wishes to express any comment or opinion on Macao's aviation and the Civil Aviation Authority.

## **Result**

Upon receipt of a comment or complaint, the authority will forward the case to the involved operator and request them to reply to the individual directly. Upon completion of forwarding the case, the authority will inform the individual about the forwarding process and contact information of the involved operator will be provided for follow-up. If the case is in relation to aviation safety, the authority will conduct an investigation and reply to the individual once the investigation is concluded.

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## **Methods of Inquiry**

The Civil Aviation Authority of Macao Special Administrative Region (CAA)

Address: 18/F, Cheng Feng Commercial Centre, 336-342, Alameda Dr. Carlos D'Assumpção, Macao

Tel: (853) 2851 1213

Fax: (853) 2833 8089

Email: [aacm@aacm.gov.mo](mailto:aacm@aacm.gov.mo)

<https://www.aacm.gov.mo>

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## Applications overview

Receive and forward complaints service formality

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## Application procedure

### Time constraint

No time constraint

### Application procedure and required documents

The complainant shall file in the case via the following ways:

- File in the case with CAA in person or in writing: 18/F, Cheng Feng Commercial Centre, 336-342, Alameda Dr. Carlos D'Assumpção, Macao
- Tel:(853) 2851 1213;
- Fax:(853) 2833 8089;
- Email: [opinion@aacm.gov.mo](mailto:opinion@aacm.gov.mo) (comments and complaints)
- [Online comment or complaint form](#)

Note:

- The complainant should provide his/her name and contact information, and state as much as possible the details of the complaint content; otherwise the case may not be handled due to inadequate information.
  - The complainant should submit all supporting documents relevant to the complaint to the Civil Aviation Authority, in order that the complaint case can be addressed effectively.
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## Methods of Application

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Email: [opinion@aacm.gov.mo](mailto:opinion@aacm.gov.mo) (comments and complaints)

[Online comment or complaint form](#)

Office hour:

Monday to Thursday: 9:00 – 13:00 ; 14:30 – 17:45

Friday: 9:00 – 13:00 ; 14:30 – 17:30

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## Charge

Free

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## **Processing time**

The handling process will not take more than 14 working days to complete (time guaranteed in performance pledge).

Note: The time guaranteed commences from the next day following the day of submission of all documents or information.

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