

## Suggestions, Complaints and Objections in 2025

### Service Process

Type	Suggestions	Complaints	Objections
Personnel	0	0	0
Environment and Facilities	0	0	0
Operational Procedures	3	3	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	3	3	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	1	157	0
Telecommunications	0	0	0
Urban Infrastructure	0	0	0
Housing	0	0	0
Engineering	0	0	0
Others	0	0	0
Total	1	157	0

### Received cases summary:

In 2025, the Civil Aviation Authority received a total of 164 cases, of which 6 cases were mainly related to air transport policies, regulation of unmanned aircraft activities, and the Civil Aviation Authority's designated English language proficiency test service provider. The remaining 158 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 6 cases related to air transport policies, regulation of unmanned aircraft activities, and the Civil Aviation Authority's designated English language proficiency test service provider, AACM replied to the complainants directly or through the SAEP with the following explanations or improvement measures:

- Two suggestions on the opening of direct routes between Macao and Portugal: Opening of long-haul direct routes presents significant challenges. From a commercial perspective, air operators need to assess factors such as passenger market demand and cost-effectiveness. Therefore, considering the current scale of Macao's air transport industry, the Macao SAR

government believes the more suitable approach at present is to leverage the international networks of airlines currently operating in Macao to provide residents and tourists with transfer and connecting flight services. Through partnerships with multiple airlines, residents and tourists can depart from Macao through one-ticket-through-baggage-check service, transit via cities like Beijing, Chengdu, Bangkok, Kuala Lumpur, Singapore, Taiwan region, and mainland China, to reach destinations worldwide. This achieves seamless connection between Macao's short-haul routes and long-haul routes, and vice versa. Furthermore, the airport concessionaire (CAM) is actively collaborating with the airlines to promote transfer and connecting services, linking Macao's short-haul regional routes with the long-haul routes of foreign airlines, thereby expanding the destination network of Macao.

- Opinion on law enforcement for unmanned aircraft activities in public spaces: In accordance with the Air Navigation Regulation of Macau, the waterfront area behind the Macao Science Center is not a no-fly zone for unmanned aircraft activities. Operators may operate unmanned aircraft in this area provided they comply with safety regulations. However, operators must maintain a certain distance from the public to avoid safety hazards. If members of the public observe any unmanned aircraft activities endangering public safety, it is recommended to contact the police immediately. In addition, the operation takes place during nighttime or large-scale events under specific conditions, operators must submit an application for permission to our Authority in advance. In the event of failure to present valid permission, the relevant government authorities will address the matter in accordance with the law.
- Feedback regarding the test results of the Authority's designated English language proficiency test service provider: The Authority expressed gratitude for the feedback provided by the complainant. AACM will liaise with the service provider to review the concerns and improve the methodology of the English language proficiency test.
- Opinion regarding unmanned aircraft activities took place within residential areas: In accordance with the Air Navigation Regulations of Macau, nighttime unmanned aircraft activities require prior application and permission from the Civil Aviation Authority. The Authority has placed the relevant information provided by the complainant on record and will strengthen monitoring and patrols in collaboration with the Public Security Police Force. AACM will continue educational outreach through multiple promotional platforms to inform residents and tourists about the regulations, aiming to reduce violations.
- Opinion regarding nighttime unmanned aircraft operations: Administrative Regulation No. 43/2021, which approves the Air Navigation Regulations of Macau, clearly stipulates that nighttime unmanned aircraft operations require prior application and permission from the Civil Aviation Authority. The Authority has placed the relevant information provided by

the complainant on record and will strengthen monitoring and patrols in collaboration with the Public Security Police Force. With the aim of enhancing monitoring and patrols in areas with frequent unmanned aircraft violations and locations indicated by the complainant, AACM will continue educational outreach through multiple promotional platforms to enhance safety awareness among residents and tourists, thereby reducing violations.

For the 158 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	6	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	6	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	157	1
Telecommunications	0	0
Urban Infrastructure	0	0
Housing	0	0
Engineering	0	0
Others	0	0
Total	157	1

**Reason for late response to complaint case:**

Regarding an overdue case involving the security screening regulations of Macau International Airport, the daily security operations are carried out by security screeners of Macau Security Company (SEMAC) in accordance with legal requirements and their company's operational manual. AACM therefore had to obtain information from the airport concessionaire (CAM) and Macau Security Company (SEMAC). Upon receipt of the case in mid-December 2025, AACM immediately instructed CAM to coordinate with SEMAC to conduct a comprehensive investigation. As the process of evidence collection, data analysis, and reaching a conclusion required some time, AACM promptly replied to the complainant after receiving the investigation report from CAM in early February 2026. The entire handling process from initial receipt through investigation to the final reply to the complainant took approximately 54 days (overdue by 9 days) to complete and archive.