

## Suggestions, Complaints and Objections in 2022

### 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	37	0
Telecommunications	0	0	0
Urban Infrastructure	0	0	0
Housing	0	0	0
Engineering	0	0	0
Others	0	0	0
Total	2	37	0

### Received cases summary:

In 2022, the Civil Aviation Authority received a total of 42 cases, of which 1 case was a question about the flying activities, 2 cases were suggestions related to the epidemic prevention measures imposed by the SAR Government, and the remaining 39 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 flying activities and epidemic prevention measures, the authority provided the following explanations and improvement measures to the complainants:

1. Question about the flying activities: as the location referred to meet the requirements for exemption from application under the regulation, AACM replied to the complainant through the Administration and Civil Service Bureau that no application will be required as long as the operation does not exceed the specified limits.
2. Suggestions related to the epidemic prevention measures: the complainant requested the SAR Government to prohibit the entry of people into Macao by air and suspend a certain route to prevent the spread of the virus in the community. AACM has responded to the complainant that the epidemic prevention measures in Macao are formulated by the Health

Bureau which will make assessment from time to time, and the aviation industry will strive to provide air services to the public under strict compliance with the measures.

For the 39 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

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

## Progress of suggestions and complaint cases

### Regulatory Functions

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	39	0
Telecommunications	0	0
Urban Infrastructure	0	0
Housing	0	0
Engineering	0	0
Others	0	0
<b>Total</b>	<b>39</b>	<b>0</b>

Note: In 2022, the process of forwarding all cases to operators for investigation were completed within 45 days.