

## Suggestions, Complaints and Objections in 2023

### Service Process

Type	Suggestions	Complaints	Objections
Personnel	0	0	0
Environment and Facilities	0	0	0
Operational Procedures	5	5	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	5	5	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	85	0
Telecommunications	0	0	0
Urban Infrastructure	0	0	0
Housing	0	0	0
Engineering	0	0	0
Others	0	0	0
Total	2	85	0

### Received cases summary:

In 2023, the Civil Aviation Authority received a total of 97 cases, of which 10 cases were mainly related to air transport policies and aviation regulations, and the remaining 87 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 10 cases related to air transport policies and aviation regulations, the complainants did not get a clear picture of the relevant policies and regulations, the authority has replied to the complainants directly or through the Administration and Civil Service Bureau with the following explanations and improvement measures:

1. Opening of air services and the increase of flight frequency: The SAR government has adopted flexible policies in approving applications for domestic and international flights as well as charter flights to cater the needs of the airlines, as long as the airlines meet Macao's aviation safety standards. In addition, the government has coordinated with the tourism and aviation industry to launch incentive programs, attracting more tourists from

overseas, to expand the network of Macao. However, the opening of air services and the increase of flight frequency are driven by the market and determined by the commercial decisions of the airlines based on market maturity or potential.

2. Setting up check-in counters at the Hong Kong-Zhuhai-Macao Bridge: CAM has actively resumed the direct express service between the Macao borders and Macau International Airport after the pandemic. In September 2023, the intermodal services between the Hong Kong and Outer Harbor Ferry Terminals as well as the Taipa Ferry Terminal were resumed, and a check-in center was set up at the Macao checkpoint of the Hong Kong-Zhuhai-Macao Bridge. In addition, CAM was also studying the possibility of opening direct express services or check-in centers between Macau International Airport and other borders to provide seamless connections for tourists from the Greater Bay Area to the Macau International Airport.
3. Translation of the term "Mainland China" in English: The authority explained that the English term "Mainland China" was also used by some Government Departments and Agencies of the Macao SAR.
4. Suspected unauthorized UAV activity: AACM carried out an investigation after receiving the information provided by the complainant who filed the case. Upon completion of the data collection, the authority forwarded the information to the Public Security Police Force for further investigation
5. Material of Macau pilot license book: The authority has worked on the new design which will be produced with a more durable material in order to improve the quality of the pilot license book.
6. Carriage of smart luggage: The complainant was unclear about the regulations of the carriage of lithium batteries on board aircraft, the authority further explained the relevant legal requirements for the carriage of dangerous goods.

For the 87 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	9	1
Service Information	0	0
Service Guarantee	0	0
Electronic Services	0	0
Performance Information	0	0
Service Integration	0	0
Others	0	0
Total	9	1

### Reason for late response to complaint case:

Regarding an overdue case, the case filed with AACM was in early 2023. The issue was about suspected unauthorized UAV Activity. Due to the time required for the investigation process, the authority completed the collection of relevant drone operation data in line with the reporting time and forwarded the information to the Public Security Police Force for further investigation. AACM replied to the complainant in early April and the entire handling process took approximately 90 days (45 days overdue) to complete and file.

## 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	87	0
Telecommunications	0	0
Urban Infrastructure	0	0
Housing	0	0
Engineering	0	0
Others	0	0
Total	87	0
Note: In 2023, the process of forwarding all cases to operators for investigation were completed within 45 days.		