2011 Report of Handling Suggestions, Complaints and Objections

For continuous service and administrative efficiency improvement, Institute for Tourism Studies (IFT) regularly examines its service quality through the “Performance Pledge” Monitoring System. For convenience of public to raise their valuable suggestions, IFT provides various channels (telephone, fax, post, e-mail and on-line form) in the website to maintain its “people-oriented” principle.

In 2011, IFT received 9 suggestions and 12 complaints. Accordingly, 22 improvements in areas such as education and training, equipment and facilities, administrative procedures as well as human resources were made.