2012 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 communication channels (telephone, fax, post, e-mail and on-line form) to maintain its “people-oriented” principle.

In 2012, IFT received 7 suggestions, 23 complaints and 2 objections. Accordingly, 19 improvements in areas of education and training, administrative procedures, personnel, equipment and facilities, environment as well as public hygiene were made.