

## Mission

- To provide quality and high efficient administrative services to the students of the Faculty of Law (FLL) so as to cope with its continuous development.

## PP Service Target Groups

- Students of FLL;
- Potential students of FLL;

## Performance Pledge

PP Service	Service Quality Indicator	
Status Management	Application for Transfer of Programme	Complete within 5 working days after deadline of application
	Application for Transfer of Faculty	Complete within 15 working days after deadline of application
	Application for Withdrawal from Study (Faculty)	Complete within 3 working days
	Application for Deferment of Study (Faculty)	Complete within 3 working days
Course Management	Application for Course Exemption / Course Waiver	Complete within 10 working days
	Course Retaking Applications (Master Programme)	Complete within 4 working days

## Scope of Services

- Handling applications from students;
- Addressing students enquiries and providing assistance;
- Providing students with the most updated Faculty related information, in a timely fashion.

## Suggestions and Complaints

Please send your comments or complaints by either mail, fax or e-mail to:

- Dean of FLL; or
- Faculty Secretary of FLL; or
- FLL Suggestion Box.

## General Office, Faculty of Law, University of Macau

Address : Room 1003, University of Macau, E32, Avenida da Universidade, Taipa, Macau, China.

Tel : (853) 88224767/ 88224779/88228687

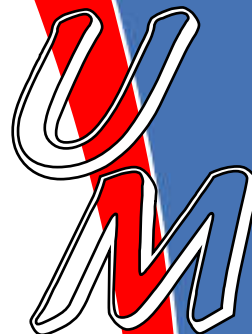
Fax : (853) 88222380

Email : [fll.suggestion@um.edu.mo](mailto:fll.suggestion@um.edu.mo)

Webpage : <https://fll.um.edu.mo/>

Please refer to website <https://fll.um.edu.mo/about/performance-pledge/> for updated and detailed Performance pledge information.

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Faculty of Law  
General Office