



Área do Colaborador Administrativo
Demandas da Ouvidoria:

[Imprimir esta página](#)

[Voltar para as demandas](#)

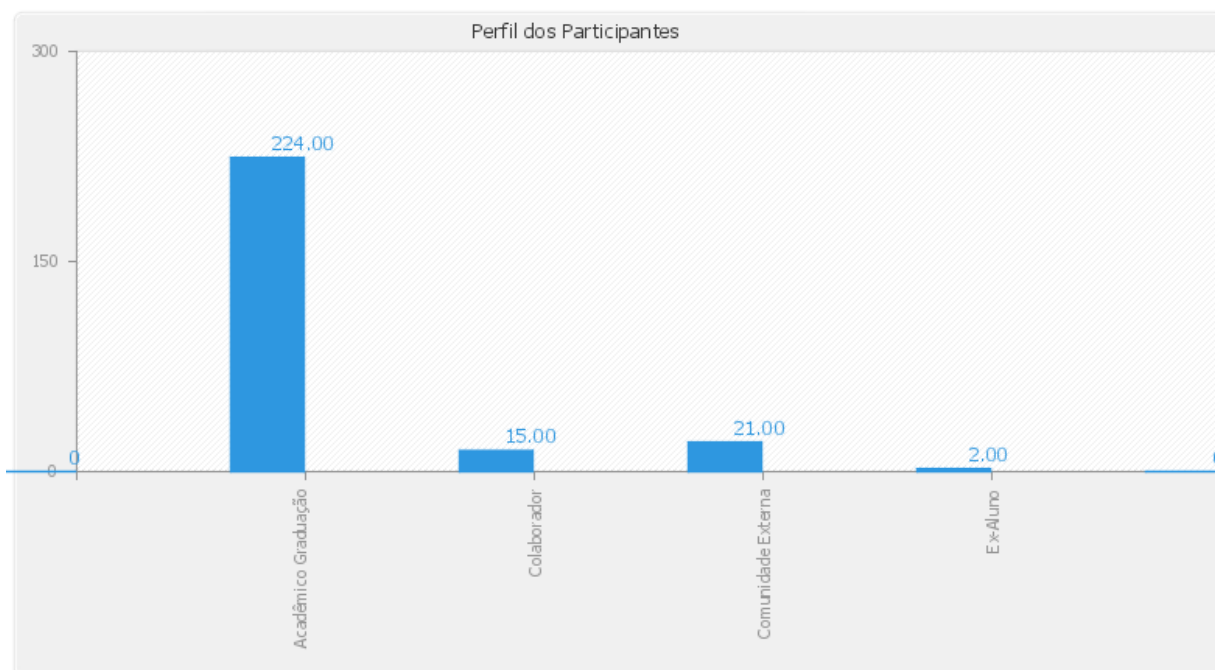
Período de Geração do Relatório Semestral:

Exibir

2º Semestre 2015

Tabela 1 - Perfil dos Participantes:

Perfil dos participantes	Nº	%
Acadêmico Graduação	224	85,496
Colaborador	15	5,725
Comunidade Externa	21	8,015
Ex-Aluno	2	0,763
Total:	262	100



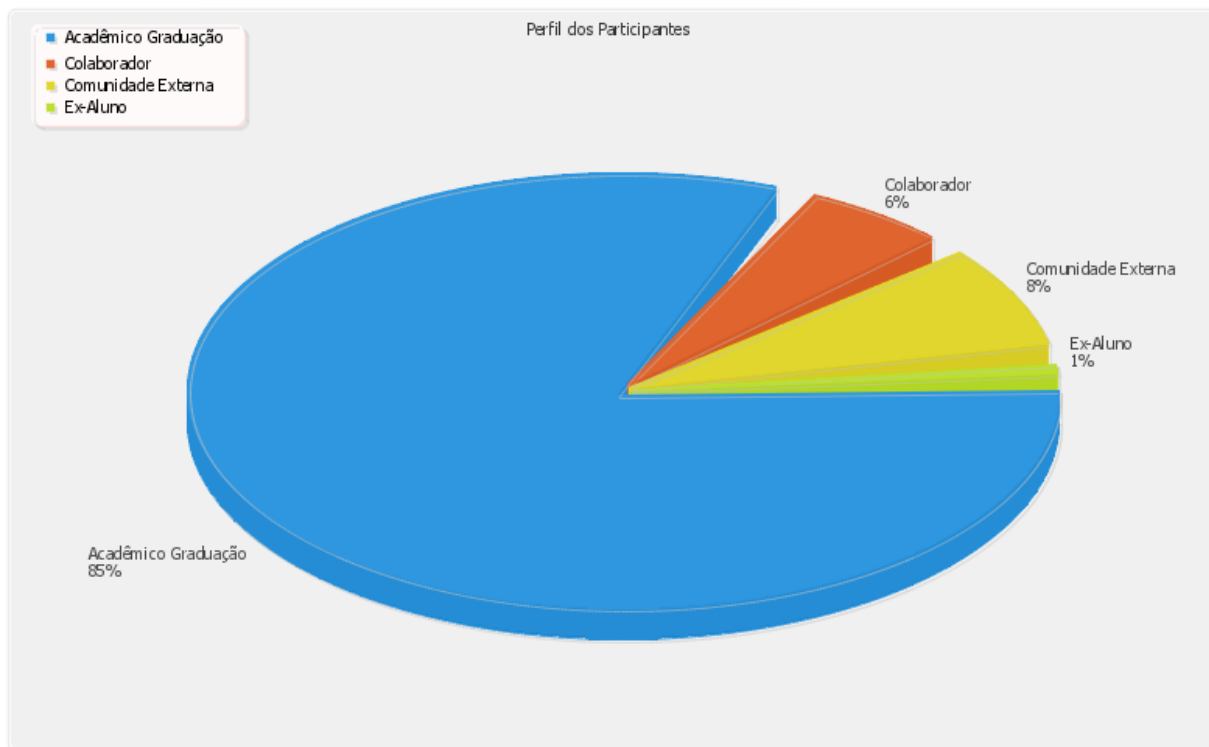
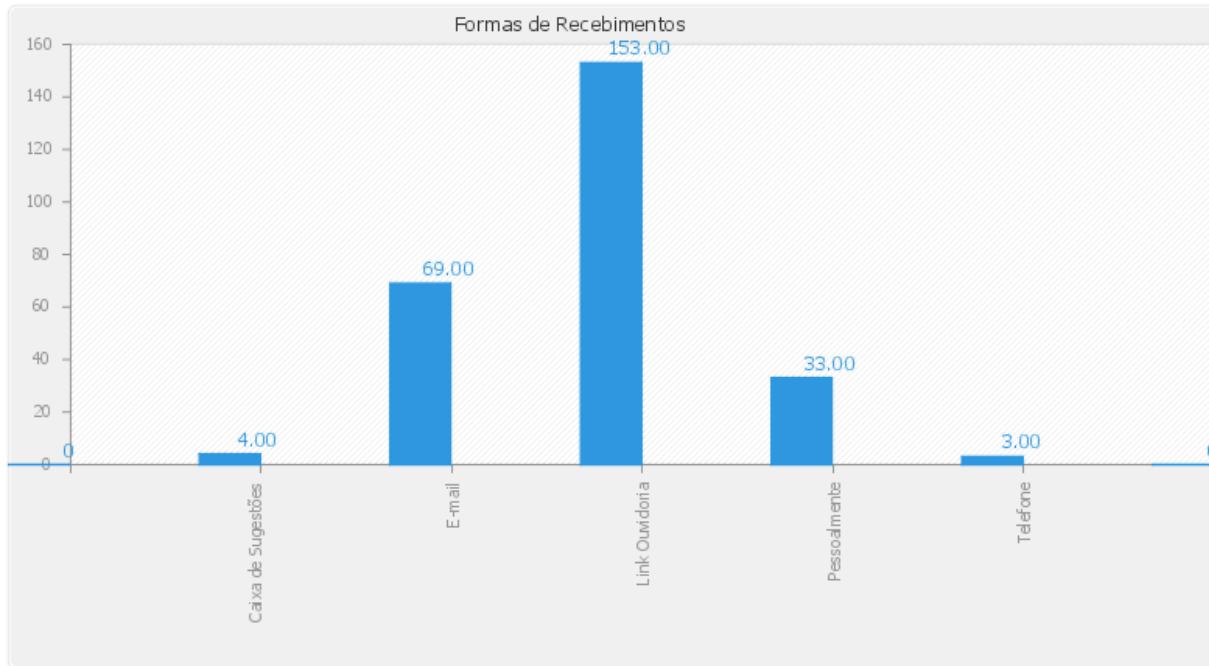


Tabela 2 - Formas de Recebimentos:

Forma de Recebimento	Nº	%
Caixa de Sugestões	4	1,527
E-mail	69	26,336
Link Ouvidoria	153	58,397
Pessoalmente	33	12,595
Telefone	3	1,145
Total:	262	100



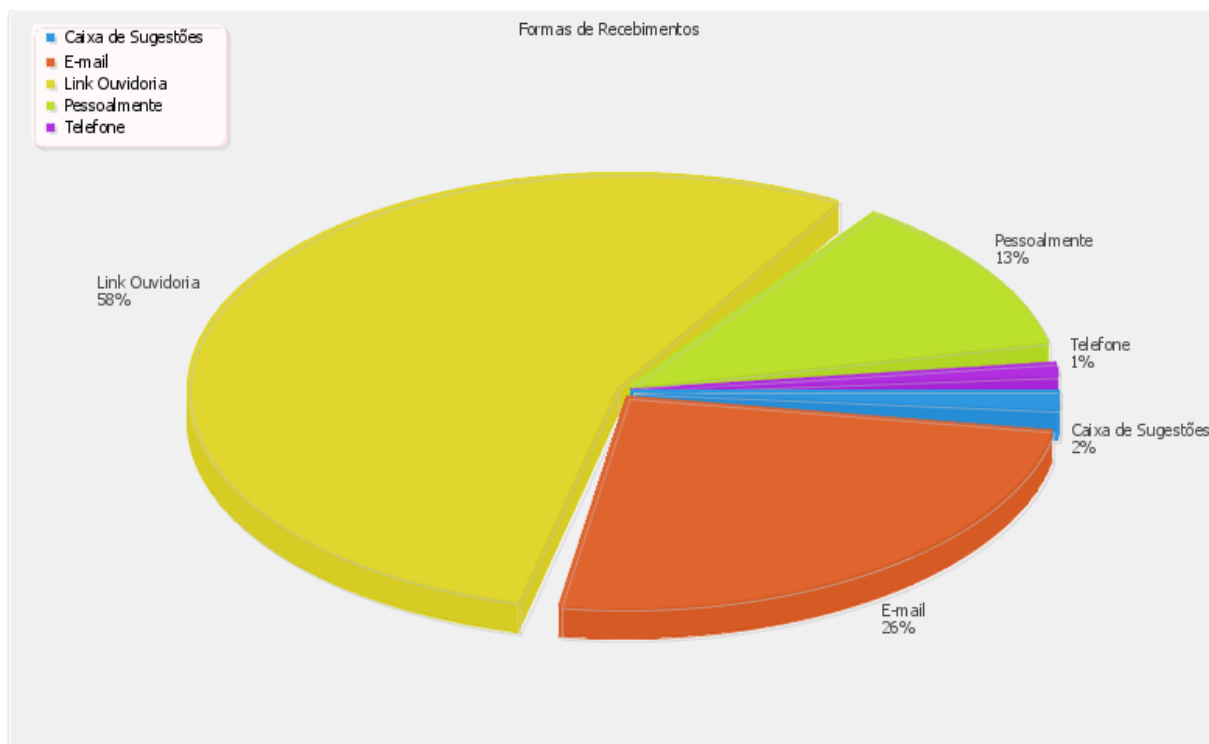
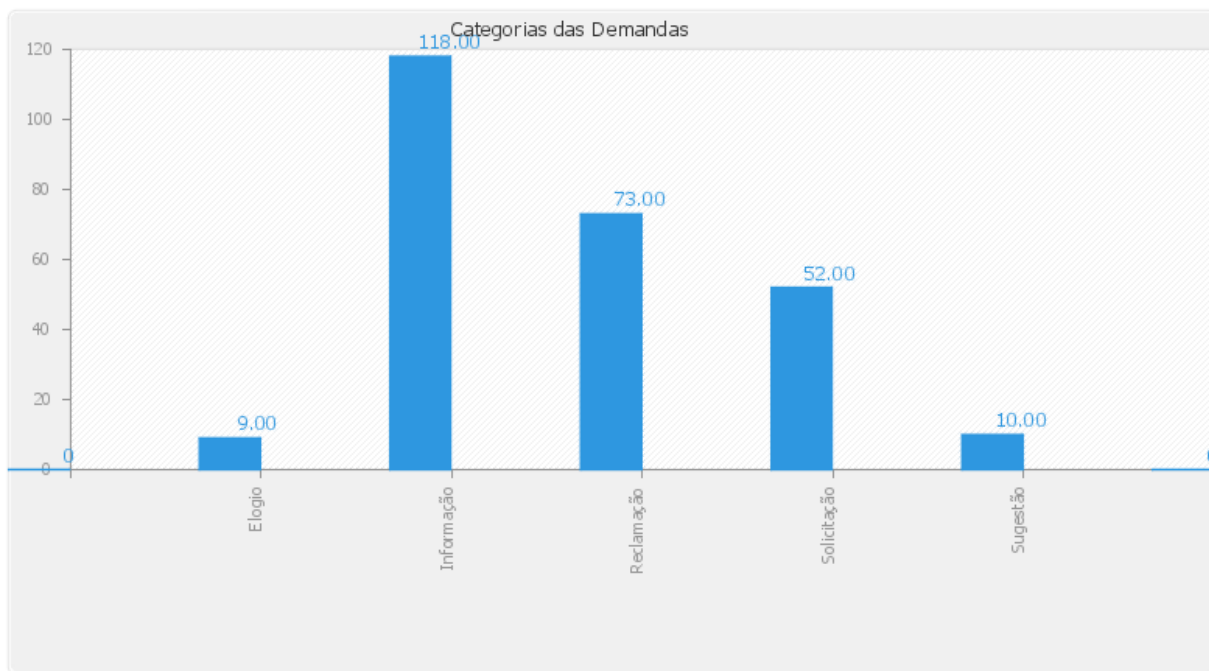
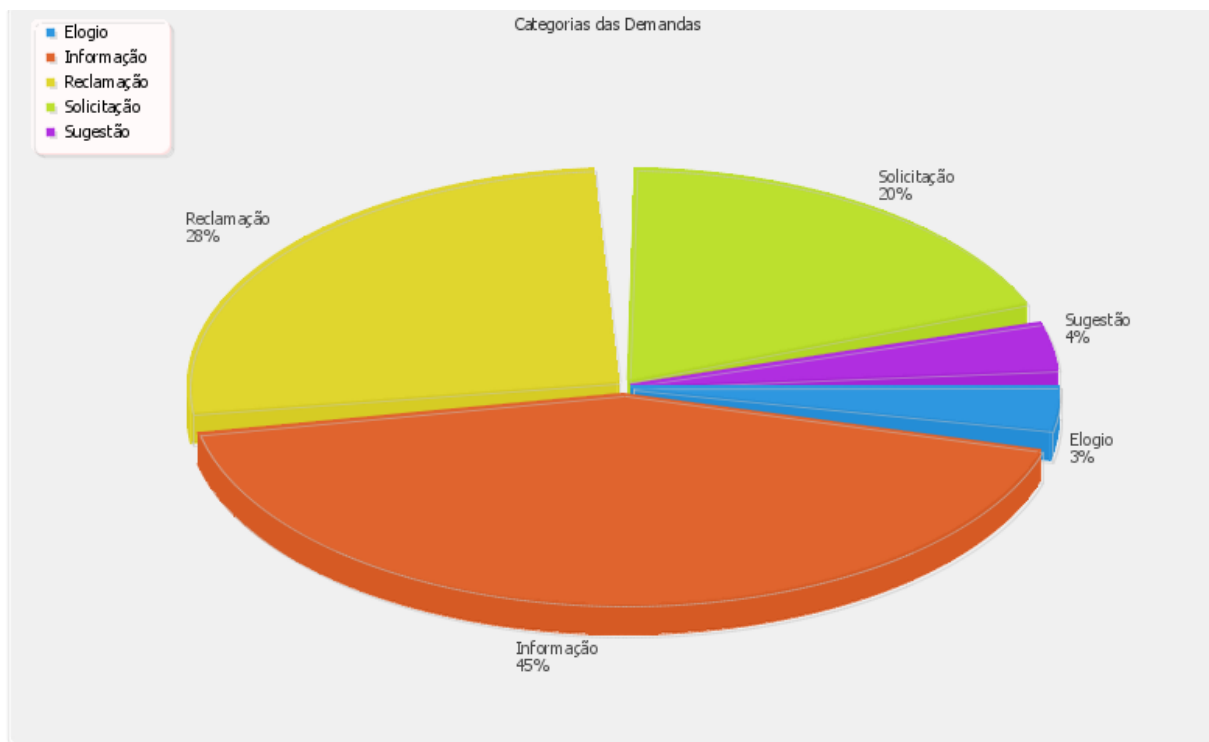


Tabela 3 - Categorias das Demandas:

Categorias das Demandas	Nº	%
Elogio	9	3,435
Informação	118	45,038
Reclamação	73	27,863
Solicitação	52	19,847
Sugestão	10	3,817
Total:	262	100





Comparação com o mesmo período do ano anterior

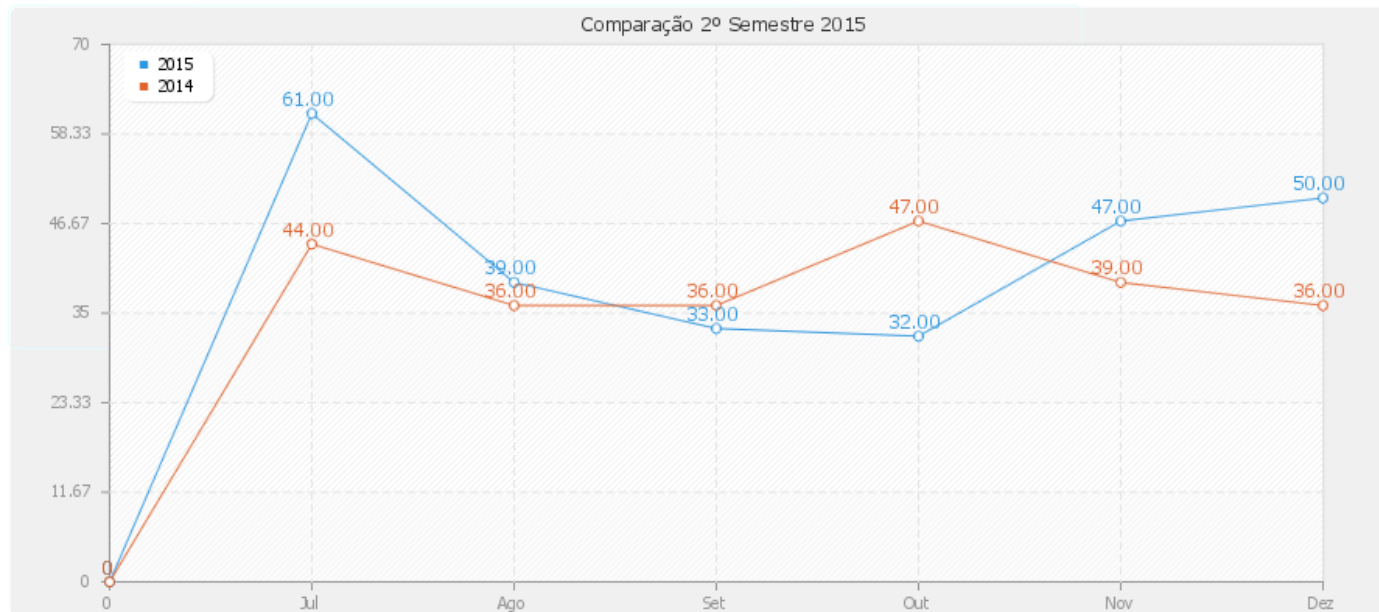
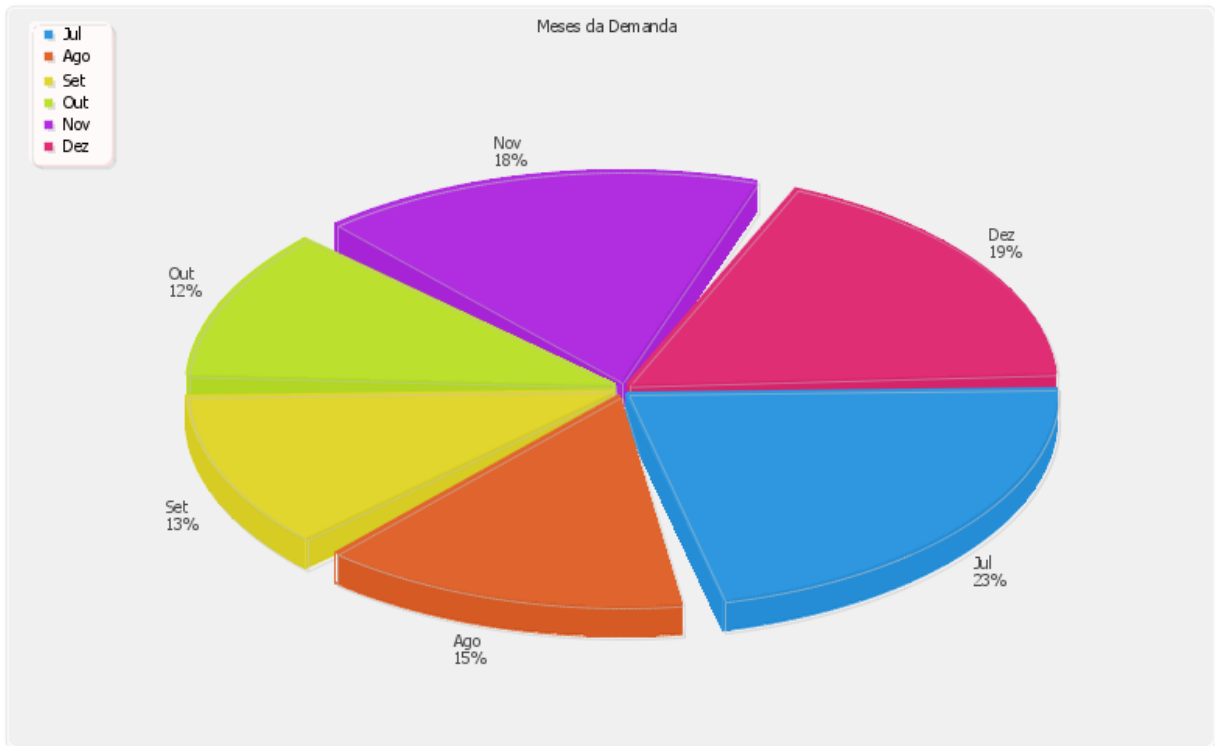
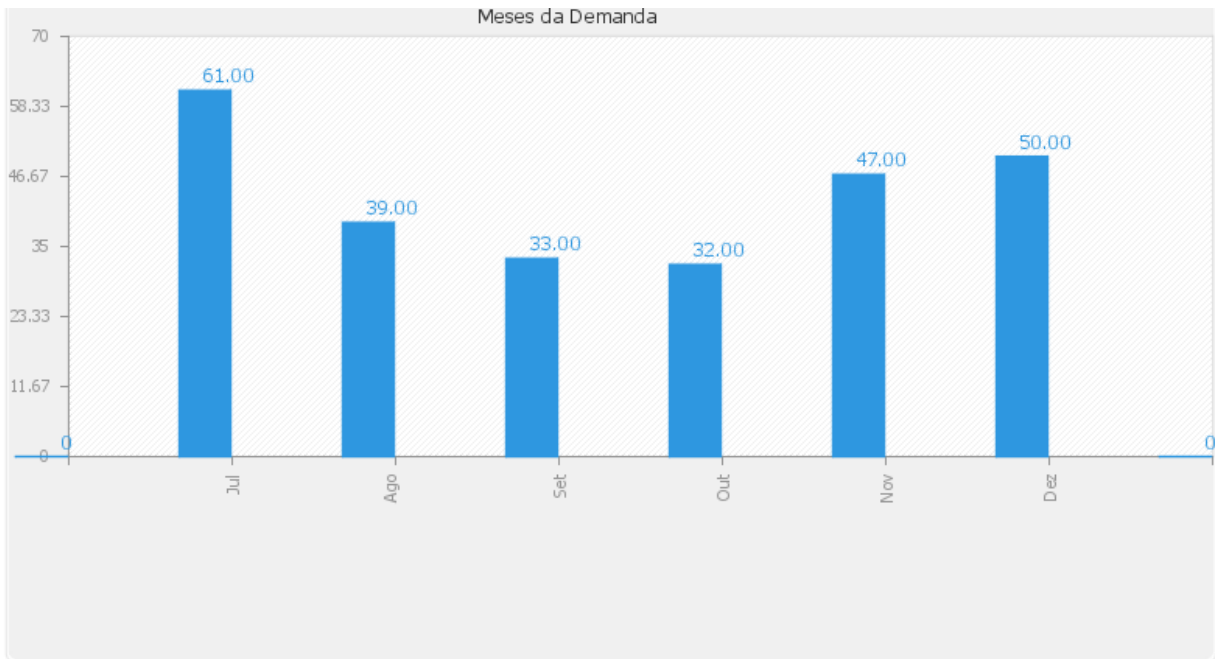


Tabela 4 - Número de demandas por mês:

Mês da Demanda	Nº	%
Jul	61	23,282
Ago	39	14,885
Set	33	12,595
Out	32	12,214
Nov	47	17,939
Dez	50	19,084
Total:	262	100



Comparação com o mesmo período do ano anterior

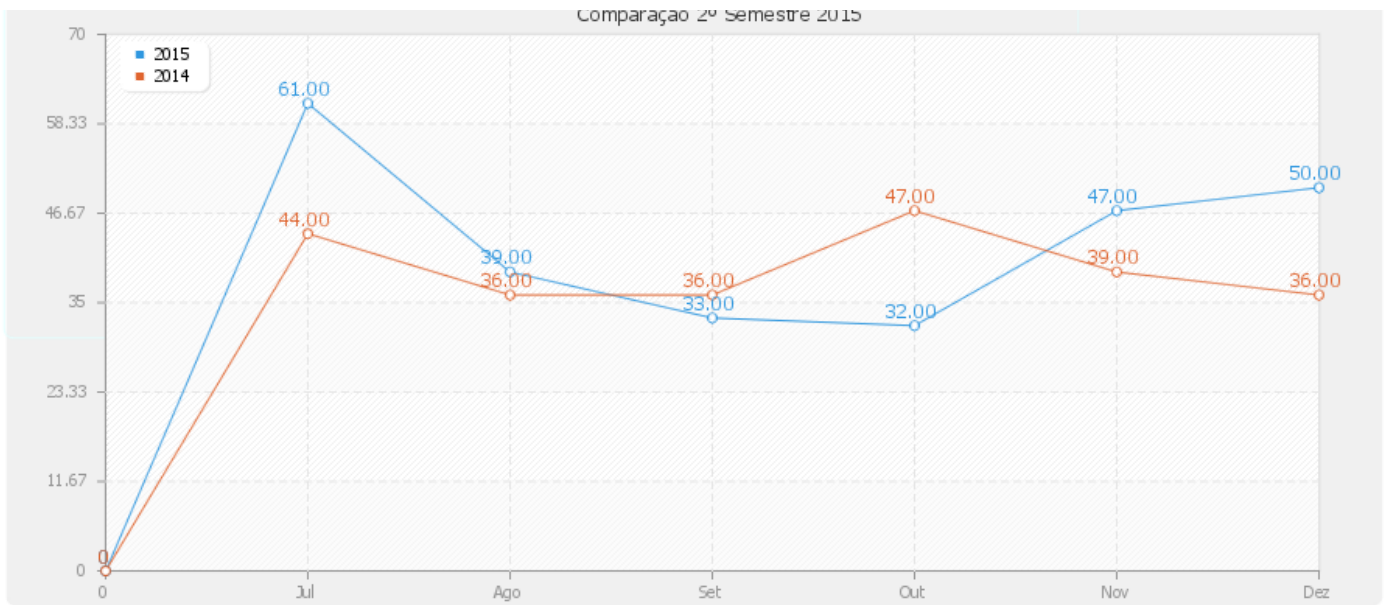
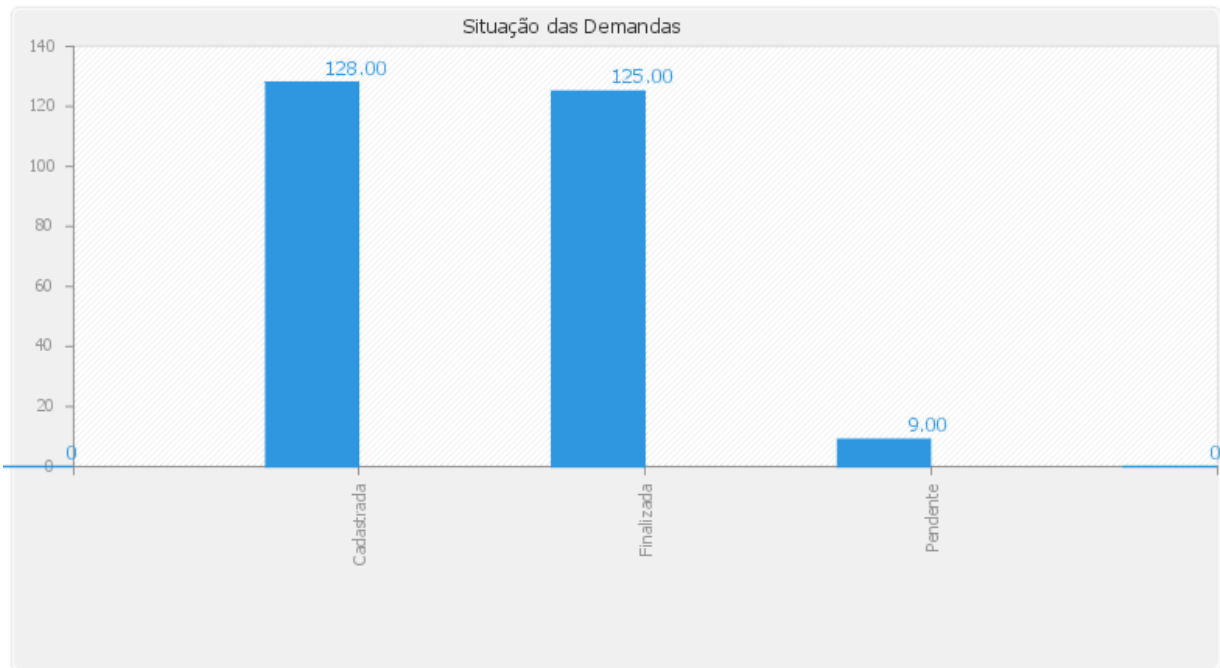
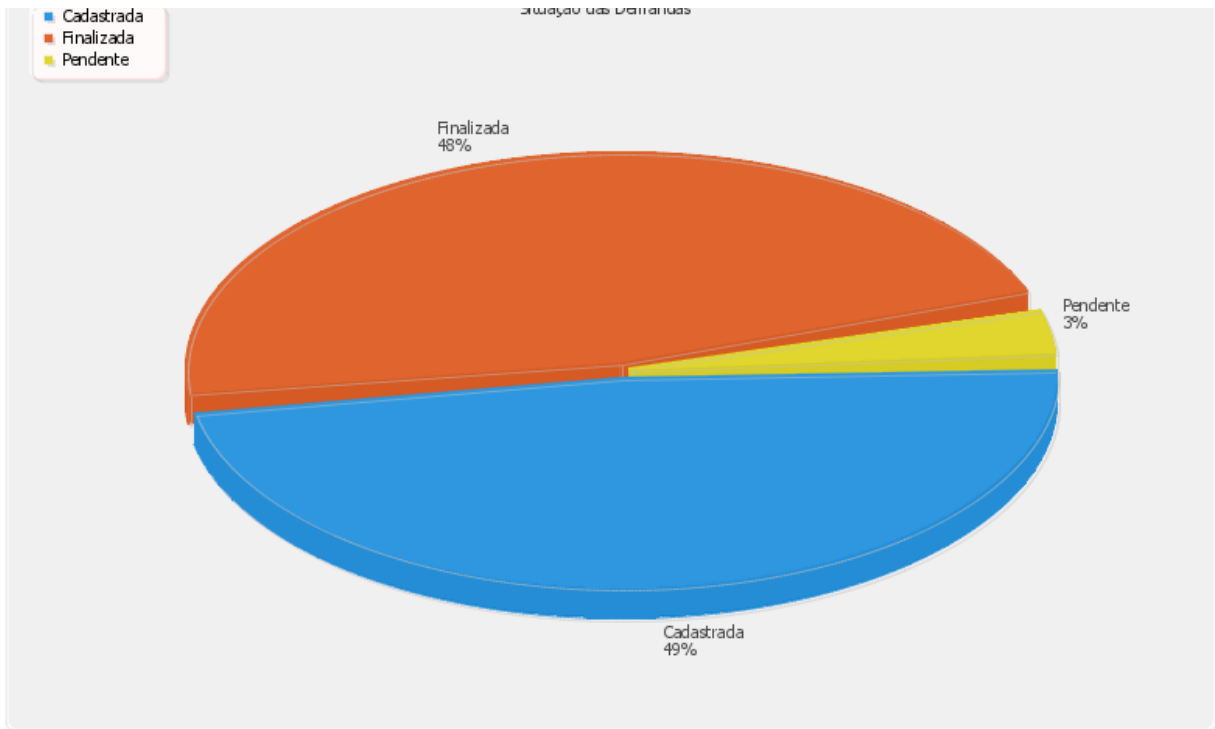


Tabela 5 - Situação das Demandas:

Situação	Nº	%
Cadastrada	128	48,855
Finalizada	125	47,710
Pendente	9	3,435
Total:	262	100





Comparação com o mesmo período do ano anterior

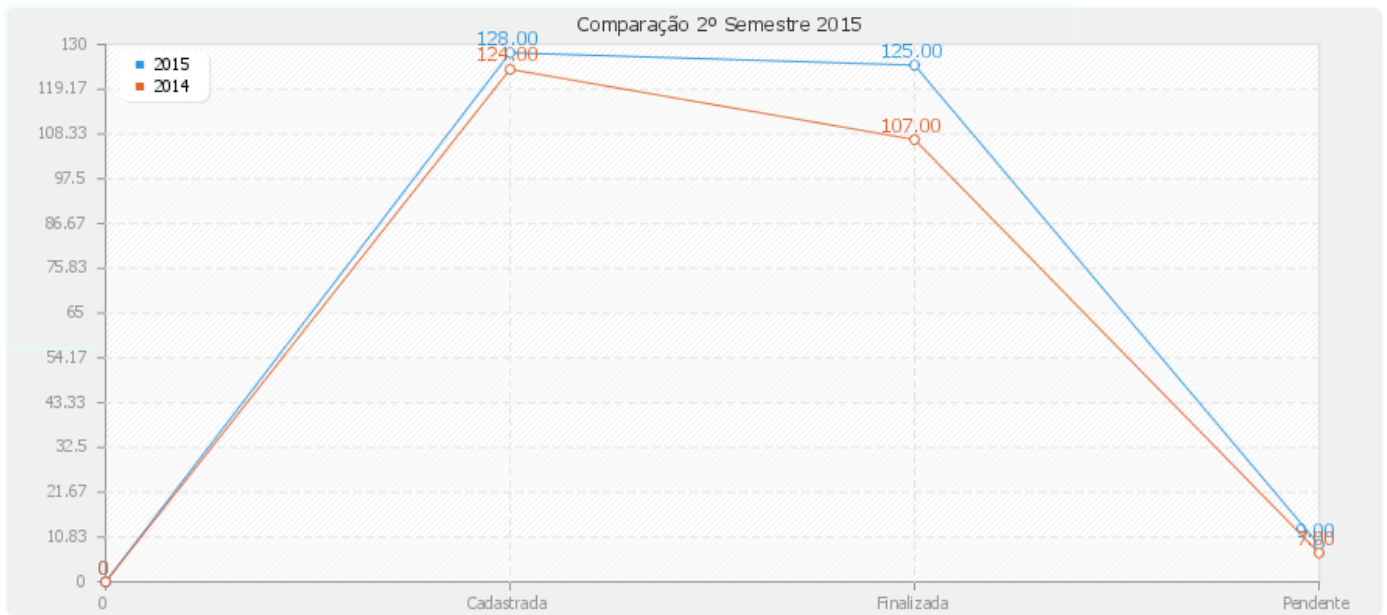


Tabela 6 - Tabela de Resolubilidade:

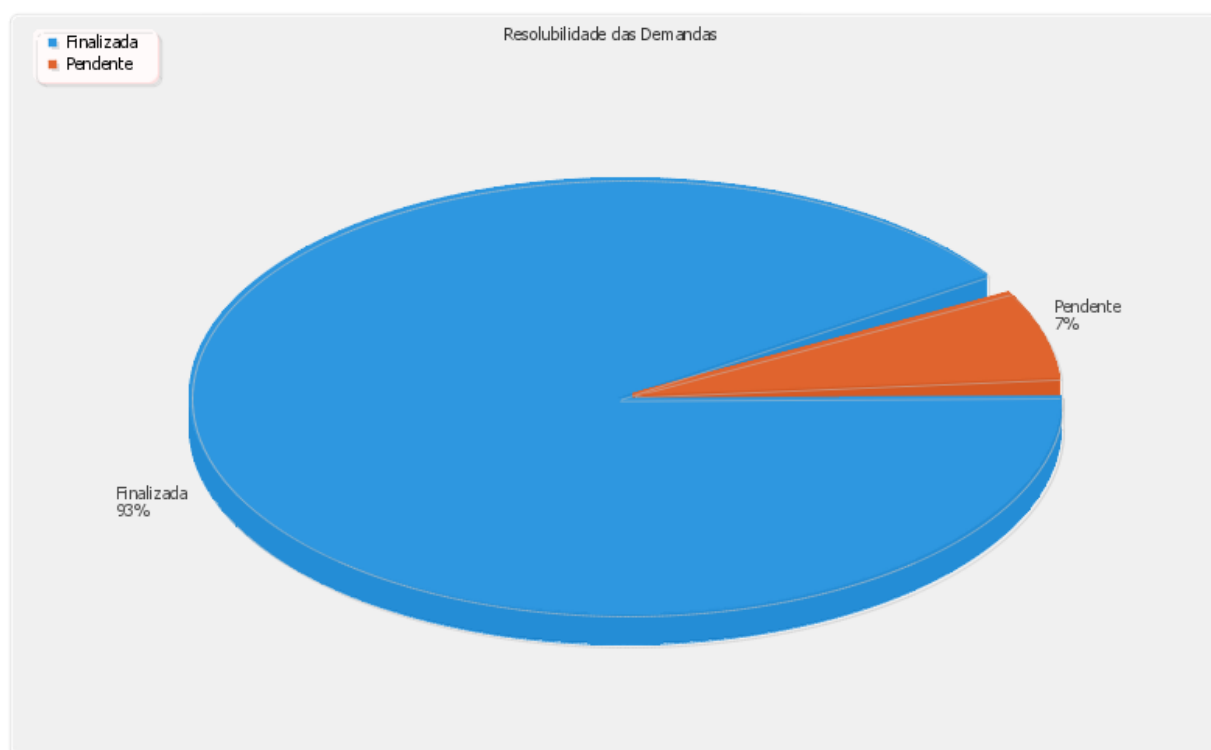
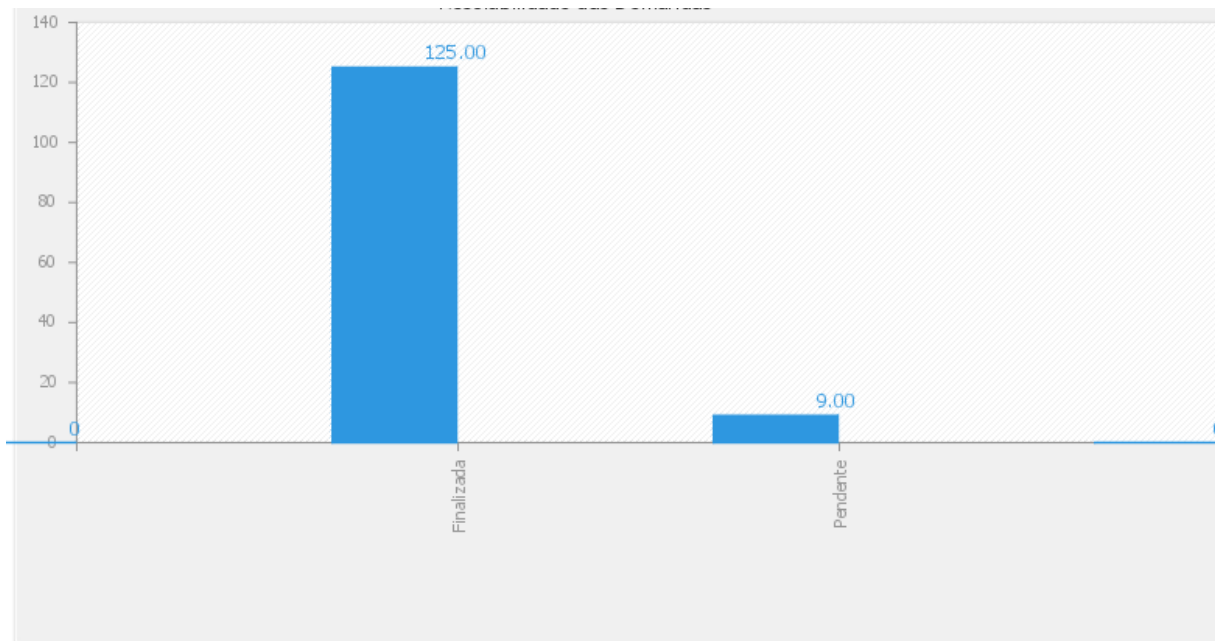
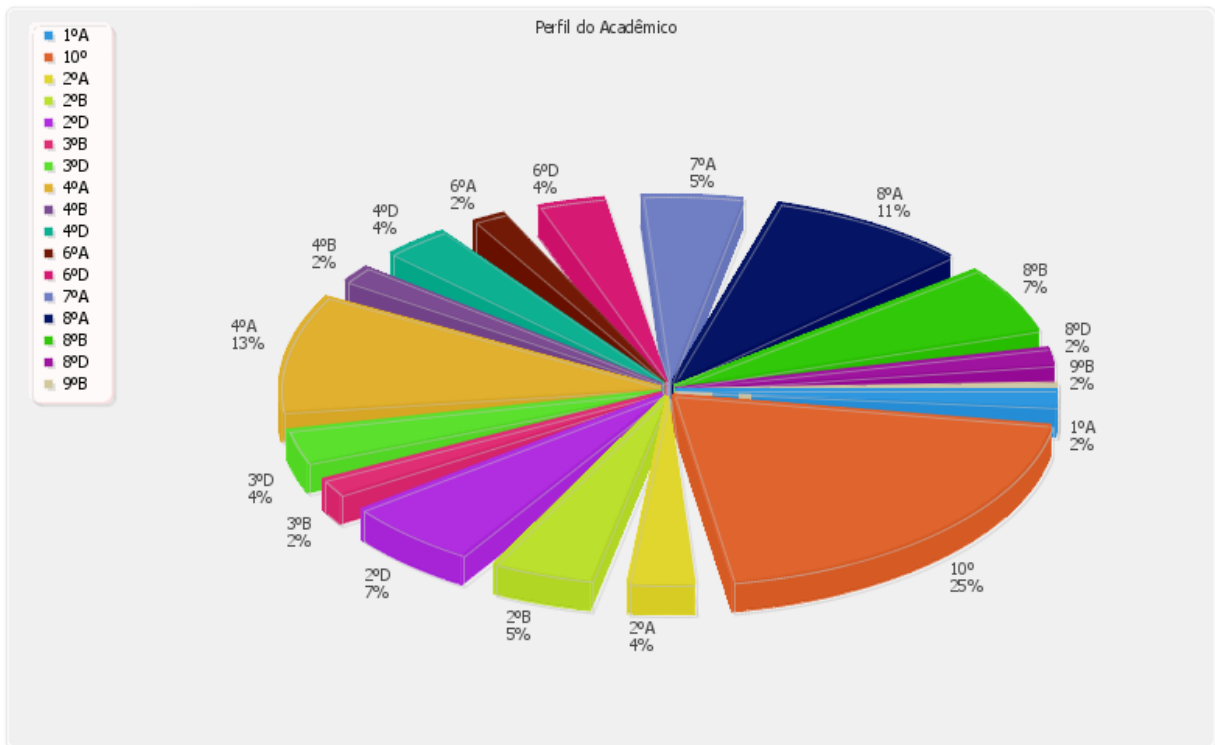
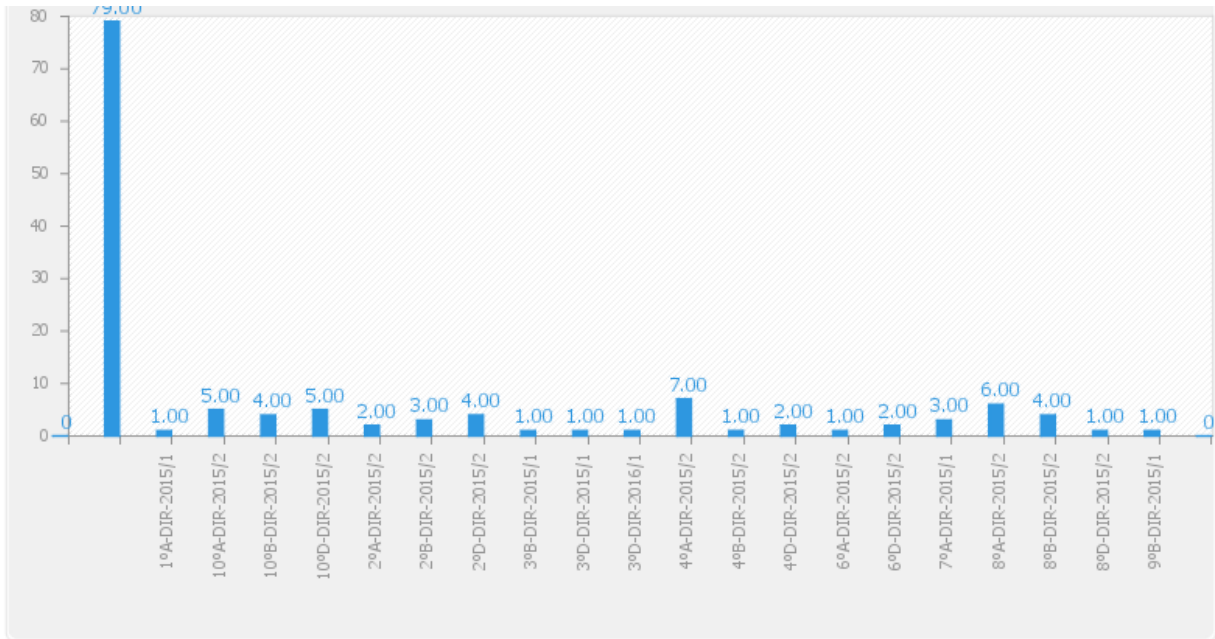


Tabela 7 - Perfil do Acadêmico:



© Copyright 2013, Faculdade de Direito do Sul de Minas. Todos os direitos reservados.