



## Correctional Services Bureau

### Overview of Suggestions, Complaints and Objections Received – Year 2017

Type	Suggestion	Complaint	Objection	Total
Personnel	0	6	-	6
Equipment and Facilities	0	0	-	0
Environment	0	0	-	0
Procedure	1	0	-	1
Other	2	1	-	3
<b>Total</b>	<b>3</b>	<b>7</b>	<b>-</b>	<b>10</b>

In 2017, the Correctional Services Bureau received a total of ten cases, seven of which are work-related, and the remaining three are non-work-related. Upon study and analysis of the abovementioned cases, the Bureau has implemented several follow-up measures and improvement proposals:

- The Bureau has instructed the outsourced security personnel to adhere to guidelines while carrying out their work; also, they must pay attention to and maintain the politeness required of front-line staffers.
- The Bureau has reviewed and made improvement in response to the situation described in the complaint. Adjustment has been made to the departure times for the Bureau's shuttles, so that staff members can have sufficient time to board the shuttles off work.
- The Bureau encourages its staff members to seek help as early as possible whenever they encounter emotional problems.

Cases under the type "Other" have been handled accordingly. The relevant progresses of handling have also been notified to the respective filers of the cases.