



Correctional Services Bureau

Overview of Suggestions, Complaints and Objections Received – Year 2018

Type	Suggestion	Complaint	Objection	Total
Personnel	1	12	-	12
Equipment and Facilities	0	0	-	0
Environment	0	0	-	0
Procedure	0	0	-	0
Other	0	3	-	4
Total	1	15	-	16

In 2018, the Correctional Services Bureau received a suggestion and 15 cases of complaint, all of which have been handled. Case filers have also been informed of the outcomes of the cases.

Upon study and analysis of the abovementioned cases, the Bureau has implemented several follow-up measures and improvement proposals:

1. About the case involving the education courses for inmates, the Bureau will continually work with the Education and Youth Affairs Bureau to optimize the course contents and help inmates enroll in the recurrent education programs, enhancing inmates' education levels to prepare them adequately for social reintegration in the future. Furthermore, the Bureau will also continue to work with non-governmental organizations to hold language classes for inmates.
2. Regarding the case involving a staffer's personal behavior, the Bureau has urged the staffer to pay attention to his/her conduct and protect the image of the Bureau.
3. About the case involving a Bureau staffer's driving attitude, the Bureau has issued a reminder to all drivers to pay attention to their driving attitude and safety and to observe the stipulations of the *Road Traffic Law* while carrying their duties.