



## Correctional Services Bureau

### Overview of Suggestions, Complaints and Objections Received – Year 2019

Type	Suggestion	Complaint	Objection	Total
Personnel	1	7	-	8
Equipment and Facilities	1	0	-	1
Environment	0	0	-	0
Procedure	0	4	-	4
Other	1	-	-	1
Total	3	11	-	14

In 2019, the Correctional Services Bureau received a total of three cases of suggestion and 11 cases of complaint, all of which have been handled except for one complaint which is still being followed up. Some case(s) has/have been referred to the department(s) concerned and case filers have also been duly informed of the relevant progresses/outcomes.

Upon study and analysis of the abovementioned cases, the Bureau has implemented several follow-up measures in relation to complaints against the staff, as detailed below:

1. Staff members have been instructed to always adopt a polite and friendly attitude during the provision of services and/or the performance of duties.
2. Clear internal guidelines have been formulated based on work needs in a timely manner and notified to all staff members to avoid misunderstanding.
3. Staff members have been advised to always pay attention to personal behavior and protect the image of the Bureau.
4. All drivers of the Bureau have been reminded to pay attention to safety during their performance of duties and to comply with the stipulations of the *Road Traffic Law*.