



Correctional Services Bureau

Overview of Suggestions, Complaints and Objections Received – Year 2022

Type	Suggestion	Complaint	Objection	Total
Staff Service	0	12	0	12
Environment	0	0	0	0
Ancillary Facilities	2	0	0	2
Procedures and Formalities	3	3	0	6
Service Information	0	0	0	0
Service Guarantee	0	0	0	0
E-services	0	0	0	0
Information of Service Performance	0	0	0	0
Service Integration	0	0	0	0
Other	3	10	0	13
Total	8	25	0	33

■ Overview of case handling

In 2022, the Correctional Services Bureau received a total of eight suggestion and 25 complaint cases. All of the above cases have been handled and archived.

■ Follow-up and improvement measures

Upon study and analysis of the abovementioned cases, the Correctional Services Bureau has implemented the following improvement measures:

1. Continual review and optimization of internal procedures; reminder to the staff to input information carefully so as to avoid any impact on the services provided.
2. Strengthening of internal communication within and among subsidiary units and subordinate entities to prevent misunderstanding.
3. Review of shuttle bus routes and improved arrangement of stops.