



Correctional Services Bureau

Overview of Suggestions, Complaints and Objections Received – Year 2023

Category: Service Procedure	Suggestion			Complaint			Objection		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Staff Service	0	0	1	4	12	5	0	0	0
Environment and Ancillary Facilities	0	2	2	0	0	0	0	0	0
Procedures and Formalities	1	3	0	0	3	1	0	0	0
Service Information	0	0	0	0	0	0	0	0	0
Service Guarantee	0	0	1	0	0	0	0	0	0
E-Services	0	0	0	0	0	0	0	0	0
Information of Service Performance	0	0	0	0	0	0	0	0	0
Service Integration	0	0	0	0	0	0	0	0	0
Other	0	3	1	5	10	3	0	0	0
Total	1	8	5	9	25	9	0	0	0

■ Overview of case handling and improvement measures

The complaints received by the Correctional Services Bureau in 2023 mainly involved “Staff Service”. The Bureau adopted the following improvement measures to tackle the above:

1. The staff members concerned were arranged to participate in a public reception skills course for improvement of their reception techniques. The Bureau also reiterated to all personnel that they had to strictly abide by the principle of courtesy and maintain prison guards’ image of professionalism at all times.
2. A course on “driving and road safety knowledge” would be periodically organized and all staff members were urged to always thoroughly comply with the road traffic law and have a heightened awareness on road safety so that the rights and safety of road users could be protected.

- Efficacy of the implemented improvement measures

The enforcement of the above measures has facilitated the improvement of staff members’ service quality and the enhancement of their road safety awareness. The Bureau will continue to monitor the situation and conduct reviews in a timely manner in order to constantly upgrade its service standards.

In addition, the Bureau also received one complaint case under the “Procedures and Formalities” category and three under “Other”. To continue with the optimization of service quality, the Bureau has re-examined the related procedures and guidelines so that corresponding adjustments and improvements can be made.

Overview of Complaint and Objection Case Handling – Year 2023

Category: Service Procedure	Complaint		Objection	
	Processing completed within 45 days	Processing took over 45 days	Processing completed within 45 days	Processing took over 45 days
Staff Service	5	0	0	0
Environment and Ancillary Facilities	0	0	0	0
Procedures and Formalities	1	0	0	0
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	2	1	0	0
Total	8	1	0	0

■ **Overview of case handling**

In 2023, the Bureau received nine complaint cases, eight of which were completed on time and archived; one complaint case led to the initiation of a simple inquiry procedure – the case could not be handled punctually as the investigation process took time. The processing of the said case has now been completed and the case has been archived.