



## Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2016

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Personnel	2	3	0	5
Equipment and Facilities	0	0	0	0
Environment	0	0	0	0
Procedure	1	0	0	1
Other*	3	1	0	4
Total	6	4	0	10

\*Items under "Other" include the suggestions to enhance the welfare for inmates (2), the suggestion regarding the location of Coloane Prison (1), and the opinion regarding prison guards' shuttle bus arrangements and work facilities (1).

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	1	2	0	3
Dissatisfied	0	0	0	0
The citizens have not expressed an opinion	2	0	0	2
The citizen has not been reached for opinions	0	1	0	1
No opinion is collected due to anonymity	3	0	0	3
Total	6	3	0	9

\*One of the cases is undergoing investigation. The satisfaction level is therefore still not received.