



Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2017

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Personnel	0	6	0	6
Equipment and Facilities	0	0	0	0
Environment	0	0	0	0
Procedure	1	0	0	1
Other*	2	1	0	3
Total	3	7	0	10

Items under "Other" include a suggestion of changing a stop of a staff shuttle bus (1), a suggestion for the Handicraft Exhibition 2017's promotional work (1), a complaint about the internal management of Correctional Services Bureau.

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	0	1	0	1
Dissatisfied	0	1	0	1
The citizens have not expressed an opinion	1	3	0	4
The citizen has not been reached for opinions	0	0	0	0
No opinion is collected due to anonymity	1	0	0	1
Total	2	5	0	7

*Satisfaction level regarding 3 complaints have not been collected as the cases are still being followed up.