



Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2018

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Personnel	1	12	0	13
Equipment and Facilities	0	0	0	0
Environment	0	0	0	0
Procedure	0	0	0	0
Other*	0	3	0	3
Total	1	15	0	16

*The complaint cases listed in the "other" column mainly involve training for inmates.

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	0	8	0	8
Dissatisfied	0	0	0	0
The citizens have not expressed an opinion	1	1	0	2
The citizen has not been reached for opinions*	0	5	0	5
No opinion is collected due to anonymity**	0	1	0	1
Total	1	15	0	16

*As it was a case referred by another public department, opinions of citizens could not be collected.

**As it was an anonymous case, opinions of citizens could not be collected.