



Correctional Services Bureau

Overview of Suggestions, Complaints and Objections Received – Year 2021

Type	Suggestion	Complaint	Objection	Total
Staff Service	0	4	0	4
Environment	0	0	0	0
Ancillary Facilities	0	0	0	0
Procedures and Formalities	1	0	0	1
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	0	5	0	5
Total	1	9	0	10

In 2021, the Correctional Services Bureau received one suggestion and nine complaint cases. Except one complaint case referred to us by another public department (reply has been duly made to the public department), all of the abovementioned cases have been processed and handled.

Upon study and analysis of the abovementioned cases, the Correctional Services Bureau has implemented the follow-up measures detailed below:

- Staff members who drive shuttle buses are reminded that they must observe the stipulations of the Road Traffic Law and pay attention to road safety. Lectures have also been organized to heighten the staff's road safety awareness.
- Shuttle bus routes have been reviewed and the arrangement of the stops has also been optimized.