



Correctional Services Bureau

Overview of Suggestions, Complaints and Objections Received – Year 2025

Category: Service Procedure	Suggestion			Complaint			Objection		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Staff Service	1	0	1	5	3	3	0	0	0
Environment and Ancillary Facilities	2	4	5	0	0	2	0	0	0
Procedures and Formalities	0	1	3	1	2	0	0	0	0
Service Information	0	0	0	0	0	0	0	0	0
Service Guarantee	1	0	0	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	1	3	2	3	2	1	0	0	0
Total	5	8	11	9	7	6	0	0	0

Overview of case handling and outcomes:

In 2025, the Bureau received three complaint cases under the “Staff Service” category, two under “Environment and Ancillary Facilities”, and one under “Other”, respectively. The Bureau has adopted the following improvement measures:

1. For the three cases under “Staff Service”, the Bureau immediately reviewed and rectified the work situation of relevant personnel, and the quality of the public service in question is now improved; related training was also organized to further upgrade the communication and reception skills of frontline staff. The Bureau will continually optimize its staff management and training mechanisms so as to upgrade its service standards;
2. For the two cases under “Environment and Ancillary Facilities”, the Bureau asked the equipment maintenance service provider to arrange professional technical personnel to conduct comprehensive inspection, testing and tuning of all lifts and escalators within the Bureau, ensuring their normal operation and safety;

3. For the case under “Other”, the Bureau examined the incident and coordinated with the outsourced contractor. The subsequent process of moving supplies was completed without issues.

Efficacy of the implemented improvement measures:

Upon the enforcement of the improvement measures, no further complaints arising from similar situations have been received, indicating that the measures have effectively addressed the relevant issues.

Overview of Complaint and Objection Case Handling – Year 2025

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	3	0	0	0
Environment and Ancillary Facilities	2	0	0	0
Procedures and Formalities	0	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	1	0	0	0
Total	6	0	0	0

Overview of case handling and outcomes:

In 2025, the Bureau received six complaint cases, all of which were punctually completed and archived. As part of its effort to consistently enhance its service quality, the Bureau will provide staff members with various professional training courses and optimize its internal environment and ancillary facilities on a continual basis.