



Macao Prison Statistics of Suggestion, Complaint and Objection

January to December 2009

Number of Cases Received				
Cases by Category	Nature			Total
	Suggestion	Complaint	Objection	
Staff	0	7	0	7
Equipment and Facilities	2	0	0	2
Environment	0	0	0	0
Procedures	0	1	0	1
Others*	0	8	0	8
Total	2	16	0	18

*Complained about the living problems of inmates (8 cases)

Satisfaction of Citizens on The Handling of Cases				
Category	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	0	5	0	5
Unsatisfied	0	0	0	0
No comment	2	1	0	3
Did not collect comments from citizen	0	0	0	0
Comments could not be collected due to anonymity	0	3	0	3
Total	2	9	0	11

* Satisfaction index of 6 compliments cannot be collected due to the complainants could not be contacted.
**Satisfaction index of 1 compliment has not been collected since the case is still under investigation.