



Macao Prison Statistics of Suggestion, Complaint and Objection

January to December 2010

Number of Cases Received				
Cases by Category	Nature			Total
	Suggestion	Complaint	Objection	
Staff	0	8	0	8
Equipment and Facilities	2	1	0	3
Environment	0	0	0	0
Procedures	0	3	0	3
Others*	0	7	0	7
Total	2	19	0	21

*Complained about the problems of inmates (3 cases) , complained about the problem of recruitment (2 cases), complained about the jurisdiction of Public Security Police Force (1 case), complained about the driving speed of the prison vehicle (1 case).

Satisfaction of Citizens on The Handling of Cases				
Category	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	0	6	0	6
Unsatisfied	0	0	0	0
No comment	1	6	0	7
Did not collect comments from citizen	0	0	0	0
Comments could not be collected due to anonymity	1	2	0	3
Total	2	14	0	16

* Satisfaction index of 2 complains cannot be collected due to the complainants could not be contacted.
 **Satisfaction index of 2 complains has not been collected since the case is still under investigation.
 ***Satisfaction index of 1 complain is still awaiting the complainant to provide further information.