



Macao Prison Statistics of Suggestion, Complaint and Objection

January to December 2011

Number of Cases Received				
Cases by Category	Nature			Total
	Suggestion	Complaint	Objection	
Staff	0	3	0	3
Equipment and Facilities	0	0	0	0
Environment	0	0	0	0
Procedures	1	2	0	3
Others*	1	2	0	3
Total	2	7	0	9

*Complained about the problems of inmates (1 case), suggested to increase the deliverable items for inmates (1 case).

Satisfaction of Citizens on The Handling of Cases				
Category	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	1	2	0	3
Unsatisfied	0	0	0	0
No comment	1	3	0	4
Did not collect comments from citizen	0	0	0	0
Comments could not be collected due to anonymity	0	0	0	0
Total	2	5	0	7

*Satisfaction index of 1 complain 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.