



## Macao Prison Statistics of Suggestion, Complaint and Objection

January to December 2012

Number of Cases Received				
Cases by Category	Nature			Total
	Suggestion	Complaint	Objection	
Staff	0	3	0	3
Equipment and Facilities	1	0	0	1
Environment	0	0	0	0
Procedures	1	1	0	2
Others*	1	2	0	3
Total	3	6	0	9

\*Suggested the educational programs for inmates (1 case), complained about the living problems of inmates (2 cases).

Satisfaction of Citizens on The Handling of Cases				
Category	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	2	4	0	6
Unsatisfied	0	0	0	0
No comment	0	1	0	1
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.

\*\*One of the suggestion cases is anonymous, the prison was unable to obtain the necessary information for follow up.