



Macao Prison Statistics of Suggestion, Complaint and Objection

January to December 2013

Number of Cases Received				
Cases by Category	Nature			Total
	Suggestion	Complaint	Objection	
Staff	1	11	0	12
Equipment and Facilities	2	1	0	3
Environment	0	0	0	0
Procedures	1	2	0	3
Others*	1	0	0	1
Total	5	14	0	19

*For the case in 'others' category, it is suggested that the driver of the prison should turn off the vehicle engine when waiting.

Satisfaction of Citizens on The Handling of Cases				
Category	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	4	7	0	11
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	1	1	0	2
Total	5	9	0	14

*Satisfaction index of 5 complains has not been collected since the case is still under investigation.