



Macao Prison Statistics of Suggestion, Complaint and Objection

January to December 2014

Number of Cases Received				
Cases by Category	Nature			Total
	Suggestion	Complaint	Objection	
Staff	0	9	0	9
Equipment and Facilities	4	1	0	5
Environment	0	0	0	0
Procedures	3	1	0	4
Others*	0	3	0	3
Total	7	14	0	21

* Complained about the prison vehicle had not given way to passengers in front of the zebra crossing (1 case) and the living problems of inmates (2 cases).

Satisfaction of Citizens on The Handling of Cases				
Category	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	4	6	0	10
Unsatisfied	0	0	0	0
No comment	1	1	0	2
Did not collect comments from citizen	2	1	0	3
Comments could not be collected due to anonymity	0	0	0	0
Total	7	8	0	15

*Satisfaction index of 1 complaint has not yet been collected since the case is still being followed up.
 **Satisfaction index of 5 complaints have not been collected since the cases are still under investigation.