



## Macao Prison Statistics of Suggestion, Complaint and Objection

January to December 2015

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

\* Suggestion on the vocational trainings provided to inmates (1 case), suggestion on the information provided at the Prison's website (1case), suggestion for an inmate's living conditions (1 case), complaint against an inmate's behavior (1 case).

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

\*Satisfactions of 2 complaints have not been collected as the cases are still being followed up.