



## Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2019

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Personnel	1	7	0	8
Equipment and Facilities	1	0	0	1
Environment	0	0	0	0
Procedure	0	4	0	4
Other	1	0	0	1
Total	3	11	0	14

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	0	5	0	5
Dissatisfied	0	0	0	0
The citizens have not expressed an opinion	0	1	0	1
The citizen has not been reached for opinions	2	4	0	6
No opinion is collected due to anonymity	1	0	0	1
Total	3	10	0	13

\* The satisfaction of the citizen has not yet been collected as those 1 complaint is still under follow up.

\*\* There were a total of 7 cases where opinions could not be collected: one due to anonymity; 4 were cases referred to the Bureau for which the Bureau made replies to the relevant government departments but were unable to obtain opinions; and 2 was referred to another government department as the content of the case was not within the functions of the Bureau.