



Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2020

| Number of Cases Received | | | | |
|------------------------------------|------------|-----------|-----------|-----------|
| Case Type | Nature | | | Total |
| | Suggestion | Complaint | Objection | |
| Staff Service | 0 | 6 | 0 | 6 |
| Environment | 0 | 0 | 0 | 0 |
| Ancillary Facilities | 3 | 0 | 0 | 3 |
| Procedures and Formalities | 1 | 1 | 0 | 2 |
| Service Information | 0 | 0 | 0 | 0 |
| Service Guarantee | 0 | 0 | 0 | 0 |
| E-services | 0 | 0 | 0 | 0 |
| Information of Service Performance | 0 | 0 | 0 | 0 |
| Service Integration | 0 | 0 | 0 | 0 |
| Other | 2 | 2 | 0 | 4 |
| Total | 6 | 9 | 0 | 15 |

| Citizens' Satisfaction Level Regarding Case Results | | | | |
|---|------------|-----------|-----------|-----------|
| Type | Nature | | | Total |
| | Suggestion | Complaint | Objection | |
| Satisfied | 3 | 5 | 0 | 8 |
| Dissatisfied | 0 | 0 | 0 | 0 |
| The citizen has not expressed an opinion | 0 | 1 | 0 | 1 |
| The citizen has not been reached for opinions** | 2 | 2 | 0 | 4 |
| No opinion can be collected | 1 | 1 | 0 | 2 |
| Total | 6 | 9 | 0 | 15 |

Note: ** Regarding the 6 cases for which no opinions could be collected: 2 cases of suggestion were referred to us by another public department, and the reply to the citizen concerned was made by the said public department; for 1 case of suggestion, the person concerned could not be reached; 1 case of suggestion and 1 case of complaint were anonymous and the person concerned for 1 case of complaint was unwilling to provide contact information.