



Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2021

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Staff Service	0	4	0	4
Environment	0	0	0	0
Ancillary Facilities	0	0	0	0
Procedures and Formalities	1	0	0	1
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	0	5	0	5
Total	1	9	0	10

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	1	2	0	3
Dissatisfied	0	0	0	0
The citizen has not expressed an opinion	0	6	0	6
The citizen has not been reached for opinions*	0	1	0	1
No opinion can be collected	0	0	0	0
Total	1	9	0	10

Note: * The satisfaction of the citizens cannot be obtained as one of the cases was referred and replied by another agency.