



Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2022

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Staff Service	0	12	0	12
Environment	0	0	0	0
Ancillary Facilities	2	0	0	2
Procedures and Formalities	3	3	0	6
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	3	10	0	13
Total	8	25	0	33

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	2	14	0	16
Dissatisfied*	1	1	0	2
The citizen has not expressed an opinion	4	5	0	9
The citizen has not been reached for opinions**	0	4	0	4
No opinion can be collected	1	1	0	2
Total	8	25	0	33

Note:

*The two cases involved the measures taken by the Bureau for pandemic prevention reasons. As a result, adjustments of the measures according to the wishes of certain individuals are not possible. Changes to the measures are only possible if they are made due to the actual development of the pandemic situation as these measures are aimed at protecting the health and safety of inmates and ensuring the normal operation of the Prison amid the pandemic.

**Two cases were referred to the Bureau from the Public Information Centre and the relevant service satisfaction level could not be collected. The other two cases, due to the incorrect contact information from the complainants, could not be replied and the relevant service satisfaction level could not be collected.