



Correctional Services Bureau Statistics for Suggestions, Complaints and Objections

January to December 2023

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Staff Service	1	5	0	6
Environment and Ancillary Facilities	2	0	0	2
Procedures and Formalities	0	1	0	1
Service Information	0	0	0	0
Service Guarantee	1	0	0	1
E-services	0	0	0	0
Information of Service Performance	0	0	0	0
Service Integration	0	0	0	0
Other	1	3	0	4
Total	5	9	0	14

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	2	0	2
The citizen has not been reached for opinions	0	2	0	2
No opinion can be collected	2	0	0	2
Total	5	9	0	14