



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

January to December 2024

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Staff Service	0	3	0	3
Environment and Ancillary Facilities	4	0	0	4
Procedures and Formalities	1	2	0	3
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	2	0	5
Total	8	7	0	15

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	2	4	0	6
Dissatisfied	0	0	0	0
The citizen has not expressed an opinion	0	2	0	2
The citizen has not been reached for opinions	3	0	0	3
No opinion can be collected	3	1	0	4
Total	8	7	0	15