



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

January to December 2025

Number of Cases Received				
Case Type	Nature			Total
	Suggestion	Complaint	Objection	
Staff Service	1	3	0	4
Environment and Ancillary Facilities	5	2	0	7
Procedures and Formalities	3	0	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	2	1	0	3
Total	11	6	0	17

Citizens' Satisfaction Level Regarding Case Results				
Type	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	6	4	0	10
Dissatisfied	0	1	0	1
The citizen has not expressed an opinion	0	0	0	0
The citizen has not been reached for opinions *	0	1	0	1
No opinion can be collected	5	0	0	5
Total	11	6	0	17

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