



Macao Prison

Overview of Suggestions, Complaints and Objections Received – Year 2013

Type	Suggestion	Complaint	Objection	Total
Personnel	1	11	-	12
Equipment and Facilities	2	1	-	3
Environment	-	-	-	-
Procedures	1	2	-	3
Others	1	-	-	1
Total	5	14	-	19

The majority received by the Prison in 2013 was related to personnel (12 cases in total), of which 6 cases were work related and were being followed-up by the Prison. Relevant follow-up measures and improvement proposals were thus formulated after going through further investigations and analysis:

1. Urging its personnel to rigorously comply with the road traffic regulations in place, and pay attention to driving etiquette while carrying out official duties.
2. Improving the IVR system by adding an automatic call-forwarding function, so that citizens can contact the social workers with convenience.

Other cases involving the functions of other public departments were transferred to the relevant authorities, while the parties who put forward the said cases were also duly notified of these processes.