

二零一三至二零一五年投訴調查組接收由在囚人士及公眾人士提出的個案數目
Number of Cases Received by Complaints Investigation Unit (CIU) from
Persons in Custody and the Public in 2013 to 2015

附錄 Appendix I I

		年份 Year		
		2013	2014	2015
A	由投訴調查組展開調查的個案 Cases entailing CIU investigation	122	94	106
	- 使用非必要武力 - Use of unnecessary force	19	12	15
	- 行為不當 - Misconduct of staff	61	38	68
	- 疏忽職守 - Negligence of duty	13	12	8
	- 濫用權力 - Abuse of authority	11	19	9
	- 紀律行動不公正 - Injustice in disciplinary action	17	12	5
	- 不滿院所的政策或程序 - Institutional policy / procedure	1	1	1
B	由投訴調查組監察院所處理的個案 ^① Cases handled by institutions under CIU monitoring ^①	65	39	61
C	由投訴調查組處理的重複投訴個案 ^② Repeated complaints handled by CIU ^②	311	158	72
D	由投訴調查組處理的求助 / 查詢個案 ^③ Cases of requests / enquiries handled by CIU ^③	168	147	103
總數 Total (A+B+C+D) :		666	438	342
E	由懲教署投訴委員會批簽通過 投訴調查組的調查結果 Findings of CIU investigation endorsed by Correctional Services Department Complaints Committee (CSDCC)	122	87	114
	- 證明屬實 - Substantiated	0	2	1
	- 證實另有別情 - Substantiated other than reported	0	0	0
	- 無法完全證實 - Not fully substantiated	1	0	0
	- 虛假 - False	18	13	16
	- 虛假及惡意 - False and malicious	0	0	0
	- 並無過錯 - Faultless	11	6	8
	- 未能證實 - Not Proven	0	0	0
	- 無法證實 - Unsubstantiated	53	48	62
	- 終止調查 - Curtailed	25	14	12
	- 無從追查 - Not Pursuable	14	4	14
	- 撤回 - Withdrawn	0	0	1
F	經懲教署投訴委員會覆核的個案 Cases re-examined by CSDCC	15	13	2
G	向懲教署署長提出上訴的個案 Cases of appeal to Commissioner of Correctional Services	1	5	0
H	懲教署投訴委員會批簽通過的 服務改善建議 Recommendation for service improvement endorsed by CSDCC	32	15 ^④	25

① 投訴個案屬於性質輕微及與院所運作有關，例如院所環境、膳食及探訪安排等。

The cases were complaints of minor and operational nature such as institutional environment, diet and visit arrangement.

② 投訴個案由同一投訴人重複地提出，為避免該投訴人繼續濫用本署的投訴處理服務及節省資源，投訴調查組循簡易的行政程序處理有關個案。

Those complaints were grievances repeatedly raised by the same complainant. In order to prevent the complainant from further abusing the complaints handling service of the Department, CIU handled those cases in a simple administrative way.

③ 個案經由電郵或電話熱線提出，或透過 1823 政府電話中心轉介。

The cases were raised either via CIU email, phone calls or referred by 1823 Call Centre.

④ 修訂數字。

Revised figure.