

Examination of Estimates of Expenditure 2009-10
**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

Reply Serial No.

SB172

Question Serial No.

2886

Head : 30 Correctional Services Department

Subhead (No & title) :

Programme : (1) Prison Management

Controlling Officer : Commissioner of Correctional Services

Director of Bureau : Secretary for Security

Question :

- (a) In the past 3 years (i.e. 2006, 2007 and 2008), what was the number of complaints received by the Complaints Investigation Unit from inmates held in Correctional Services Department cells in each year? How many of them were substantiated/unsubstantiated? How can people detained access to the Complaints Investigation Unit?
- (b) Please provide a breakdown as to the types of complaints from inmates in 2006, 2007 and 2008, and whether they were substantiated or not. Please categorize the complaints according to complaints about medical services, hygiene conditions, abuse from other prisoners, treatment by officers and others.

Asked by : Hon. LEUNG Yiu-chung

Reply :

- (a) The Complaints Investigation Unit (CIU) of the Correctional Services Department handled 150, 140 and 136 complaints lodged by prisoners in 2006, 2007 and 2008 respectively. There were two substantiated cases in 2006 and 2007 respectively, and one such case in 2008.

Upon admission to penal institutions, all prisoners will be issued an information booklet containing information on channels of making complaints. The same information is also posted up at prominent locations in all institutions. Prisoners who wish to lodge complaints to the CIU may send a written request to the Unit direct, or inform the correctional services staff of their respective institutions.

- (b) The following table sets out the number of complaints lodged by prisoners categorised by “medical services”, “hygiene conditions”, “abuse from other prisoners”, “treatment by staff” and “others” handled by CIU in the past three years :

	2006	2007	2008
Medical services	9	10	9
Hygiene conditions	0	0	1
Abuse from other prisoners	0	0	0
Treatment by staff	124	119	123
Others (e.g. dissatisfaction with CSD/institutional policy and procedure)	17	11	3
Total :	150	140	136
Number of substantiated cases :	2	2	1

Signature _____
Name in block letters KWOK LEUNG MING
Post Title Commissioner of Correctional Services
Date 19 March 2009