

投訴調查組在二零零八年至二零零九年處理由在囚及公眾人士提出的個案總數

Cases of Grievance Related to Persons in Custody and Public Handled by
Complaints Investigation Unit (CIU) in 2008 to 2009

		2008	2009
A	投訴調查組接獲由在囚及公眾人士作出的投訴個案總數 Cases of grievance related to people in custody and public received by CIU	162	171
B.	懲教署投訴委員會批簽通過由投訴調查組調查在囚及公眾人士作出的投訴個案總數 (包括於上年度尚未完結的個案) Total CIU cases related to people in custody and public endorsed by Correctional Services Department Complaints Committee (CSDCC) (Including cases brought forward from last year)	168	166
	(i) 經全面調查的個案數目 Cases after full investigation	109	122
	- 結果為「證明屬實」及有關比率 With「Substantiated」finding and the related ratio	1 (0.9%)	2 (1.6%)
	- 結果為「無法完全證實」及有關比率 With「Not Fully Substantiated」finding and the related ratio	1 (0.9%)	0 (0%)
	- 結果為「證實另有別情」及有關比率 With「Substantiated Other Than Reported」finding and the related ratio	1 (0.9%)	2 (1.6%)
	- 結果為「虛假」及有關比率 With「False」finding and the related ratio	15 (13.8%)	16 (13.1%)
	- 結果為「虛假及惡意」及有關比率 With「False and Malicious」finding and the related ratio	1 (0.9%)	0 (0%)
	- 結果為「並無過錯」及有關比率 With「Faultless」finding and the related ratio	22 (20.2%)	30 (24.6%)
	- 結果為「未能證實」及有關比率 With「Not Proven」finding and the related ratio	2 (1.8%)	1 (0.8%)
	- 結果為「無法證實」及有關比率 With「Unsubstantiated」finding and the related ratio	66 (60.6%)	71 (58.2%)
	(ii) 經初步調查的個案數目 Cases after preliminary investigation	59	44
	- 結果為「終止調查」及有關比率 With「Curtailed」finding and the related ratio	44 (74.6%)	26 (59.1%)
	- 結果為「無從追查」及有關比率 With「Not Pursuable」finding and the related ratio	10 (16.9%)	17 (38.6%)
	- 結果為「撤回」及有關比率 With「Withdrawn」finding and the related ratio	5 (8.5%)	1 (2.3%)

		2008	2009
C.	懲教署投訴委員會批簽通過上述(B)項的有關結果 Results in item (B) above endorsed by CSDCC	31	23
	- 建議改善方案 Recommendation for service improvement	15	13
	- 向在囚人士採取紀律行動 Disciplinary action instituted against people in custody	1	0
	- 向懲教人員給予忠告訓示/採取紀律行動 Advice given to / disciplinary action instituted against staff	15	10
D.	- 經懲教署投訴委員會審核的覆檢個案 Cases re-examined by CSDCC	10	2
	- 經懲教署署長處理的上訴個案 Appeal cases dealt with by the Commissioner of Correctional Services	0	0
E.	經投訴調查組依既定程序處理之查詢/由院所層面自行解決的投訴個案總數 Total enquiry/ non-reportable complaint cases* handled by CIU in accordance with the laid down procedures	132	200

* A non-reportable complaint is about the general treatment, service or operational matter which is of minor nature and justified for immediate enquiry or resolution by the institutional management or other relevant authorities other than the CIU.

Notes : Individual figures may not add up to the total due to rounding.