

二零一四至二零一六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 from 2014 to 2016

附錄
Appendix 11

| | | 年份 Year | 2014 | 2015 | 2016 |
|---|---|---------------------------|-----------------------|------------|------------|
| A. 由投訴調查組展開調查的個案 | Cases entailing CIU investigation | | 94 | 106 | 120 |
| - 使用非必要武力 | - Use of unnecessary force | | 12 | 15 | 16 |
| - 行為不當 | - Misconduct of staff | | 38 | 68 | 46 |
| - 疏忽職守 | - Negligence of duty | | 12 | 8 | 14 |
| - 濫用權力 | - Abuse of authority | | 19 | 9 | 28 |
| - 紀律行動不公正 | - Injustice in disciplinary action | | 12 | 5 | 15 |
| - 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 | | 39 | 61 | 44 |
| C. 由投訴調查組處理的重複投訴個案^② | Repeated complaints handled by CIU^② | | 158 | 72 | 0 |
| 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 | | 147 | 103 | 181 |
| | | 總數 Total (A+B+C+D) | 438 | 342 | 345 |
| 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) | | 87 | 114 | 113 |
| - 證明屬實 | - Substantiated | | 2 | 1 | 0 |
| - 證實另有別情 | - Substantiated other than reported | | 0 | 0 | 1 |
| - 無法完全證實 | - Not fully substantiated | | 0 | 0 | 0 |
| - 虛假 | - False | | 13 | 16 | 7 |
| - 虛假及惡意 | - False & malicious | | 0 | 0 | 0 |
| - 並無過錯 | - Faultless | | 6 | 8 | 13 |
| - 未能證實 | - Not Proven | | 0 | 0 | 1 |
| - 無法證實 | - Unsubstantiated | | 48 | 62 | 73 |
| - 終止調查 | - Curtailed | | 14 | 12 | 13 |
| - 無從追查 | - Not Pursuable | | 4 | 14 | 5 |
| - 撤回 | - Withdrawn | | 0 | 1 | 0 |
| F. 經懲教署投訴委員會覆核的個案 | Cases re-examined by CSDCC | | 13 | 2 | 4 |
| G. 懲教署署長處理的上訴個案 | Cases of appeal handled by Commissioner of Correctional Services (CCS) | | 5 | 0 | 0 |
| H. 懲教署投訴上訴委員會處理的上訴個案^④ | Cases of appeal handled by Correctional Services Department Complaints Appeal Board (CSDCAB)^④ | | - | - | 0 |
| I. 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 | | 15^⑤ | 25 | 21 |

“-” 表示「不適用」

“-” denotes “Not applicable”

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 重複投訴指由同一投訴人重複提出相類同的投訴。為避免該投訴人繼續濫用本署的投訴機制及善用處理投訴的資源，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 mechanism 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 懲教署投訴上訴委員會於二零一六年八月一日正式成立，取代原有由懲教署投訴委員會擔任的覆檢功能和由懲教署署長處理上訴個案的職能。

CSDCAB was established w.e.f. August 1, 2016, replacing the former appeal handling mechanism, i.e. re-examination by CSDCC and appeal to CCS.

⑤ 修訂數字。

Revised figure.