

## Appendix 5

### Number of Cases Received by Complaints Investigation Unit (CIU) from Persons in Custody, the Public and Staff from 2017 to 2019<sup>①</sup>

	Year	2017	2018	2019
<b>A</b> Cases entailing CIU investigation		123	81	119
Use of unnecessary force		22	9	10
Misconduct of staff		50	33	53
Negligence of duty		15	13	22
Abuse of authority		26	12	21
Injustice in disciplinary action		8	13	11
Institutional policy / procedure		2	1	2
Others		0	0	0
<b>B</b> Cases handled by institutions under CIU monitoring <sup>②</sup>		55	46	14
<b>C</b> Repeated complaints handled by CIU in a simple administrative way <sup>③</sup>		0	0	0
<b>D</b> Cases of requests / enquiries handled by CIU <sup>④</sup>		161	213	371
<b>Total (A+B+C+D)</b>		339	340	504

	Year	2017	2018	2019
<b>E</b> Findings of CIU investigation endorsed by Correctional Services Department Complaints Committee (CSDCC)		95	98	114
Substantiated		3	2	2
Substantiated other than reported		0	3	1
Not fully substantiated		0	1	1
False		4	4	8
False & malicious		0	0	0
Faultless		11	4	1
Not Proven		1	0	1
Unsubstantiated		52	56	67
Curtailed		14	18	31
Not Pursuable		9	10	1
Withdrawn		1	0	1
<b>F</b> Cases re-examined by CSDCC <sup>⑤</sup>		5	0	0
<b>G</b> Cases of appeal handled by Commissioner of Correctional Services (CCS) <sup>⑥</sup>		3	1	0
<b>H</b> Cases of appeal handled by Correctional Services Department Complaints Appeal Board (CSDCAB) <sup>⑦</sup>		9	8	15
<b>I</b> Recommendation for service improvement endorsed by CSDCC		23	32	31

'-' denotes 'Not applicable'

① Since 2017, the number of cases received by CIU as published in this Annual Review included cases lodged by CSD staff, and such inclusion as well reflected in the statistics of 2016 and 2017.

② The cases were complaints of minor and operational nature such as institutional environment, diet and visit arrangement.

③ 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.

④ The cases included those raised via CIU email, phone calls, visiting CIU or referred by 1823.

⑤ CSDCC completed handling all cases of re-examination in 2017.

⑥ CCS completed handling all complaint cases of appeal to CCS in 2018.

⑦ CSDCAB was established w.e.f. 1 August 2016, replacing the former appeal handling mechanism, i.e. re-examination by CSDCC and appeal to CCS.