

Number of Cases Received by Complaints Investigation Unit (CIU) from Persons in Custody, the Public and Staff from 2018 to 2020

	2018	2019	2020
A Cases entailing CIU investigation	81	119	207
Use of unnecessary force	9	10	23
Misconduct of staff	33	53	78
Negligence of duty	13	22	44
Abuse of authority	12	21	24
Injustice in disciplinary action	13	11	28
Institutional policy / procedure	1	2	10
Others	0	0	0
B Cases handled by institutions under CIU monitoring	46	14	14
C Repeated complaints handled by CIU in a simple administrative way	0	0	0
D Cases of requests / enquiries handled by CIU	213	317	666
Total (A+B+C+D)	340	504	887
	2018	2019	2020
E Findings of CIU investigation endorsed by Correctional Services Department Complaints Committee (CSDCC)	98	114	178
Substantiated	2	2	7
Substantiated other than reported	3	1	3
Not fully substantiated	1	1	0
False	4	8	13
False & malicious	0	0	0
Faultless	4	1	9
Not proven	0	1	4
Unsubstantiated	56	67	88
Curtailed	18	31	43
Not pursuable	10	1	11
Withdrawn	0	1	0
F Cases re-examined by CSDCC	0	N/A	N/A
G Cases of appeal handled by Commissioner of Correctional Services (CCS)	1	N/A	N/A
H Cases of appeal handled by Correctional Services Department Complaints Appeal Board (CSDCAB)	8	15	24
I Recommendation for service improvement endorsed by CSDCC	32	31	70