

**Number of Cases Received by Complaints Investigation Unit (CIU) from Persons in Custody,  
the Public and Staff from 2020 to 2022**

|          | Year   | 2020       | 2021       | 2022       |
|----------|--|------------|------------|------------|
| <b>A</b> | <b>Cases entailing CIU investigation</b>   | <b>207</b> | <b>136</b> | <b>102</b> |
|          | Use of unnecessary force   | 23         | 16         | 9          |
|          | Misconduct of staff  | 78         | 45         | 46         |
|          | Negligence of duty   | 44         | 31         | 24         |
|          | Abuse of authority   | 24         | 16         | 9          |
|          | Injustice in disciplinary action   | 28         | 28         | 14         |
|          | Institutional policy / procedure   | 10         | 0          | 0          |
|          | Others   | 0          | 0          | 0          |
| <b>B</b> | <b>Cases handled by institutions under CIU monitoring</b>  | <b>14</b>  | <b>4</b>   | <b>11</b>  |
| <b>C</b> | <b>Repeated complaints handled by CIU in a simple administrative way</b>                                       | <b>0</b>   | <b>0</b>   | <b>0</b>   |
| <b>D</b> | <b>Cases of requests / enquiries handled by CIU</b>  | <b>666</b> | <b>311</b> | <b>222</b> |
| <b>E</b> | <b>Cases resolved by mediation services</b>  | <b>0</b>   | <b>0</b>   | <b>1</b>   |
|          | <b>Total (A+B+C+D+E)</b>   | <b>887</b> | <b>451</b> | <b>336</b> |
|          | Year   | 2020       | 2021       | 2022       |
| <b>F</b> | <b>Findings of CIU investigation endorsed by Correctional Services Department Complaints Committee (CSDCC)</b> | <b>178</b> | <b>165</b> | <b>107</b> |
|          | Substantiated  | 7          | 3          | 1          |
|          | Substantiated other than reported  | 3          | 2          | 0          |
|          | Not fully substantiated  | 0          | 0          | 1          |
|          | False  | 13         | 29         | 11         |
|          | False & malicious  | 0          | 0          | 0          |
|          | Faultless  | 9          | 11         | 7          |
|          | Not proven   | 4          | 0          | 1          |
|          | Unsubstantiated  | 88         | 56         | 54         |
|          | Curtailed  | 43         | 52         | 27         |
|          | Not pursuable  | 11         | 10         | 5          |
|          | Withdrawn  | 0          | 2          | 0          |
| <b>G</b> | <b>Cases re-examined by CSDCC</b>  | <b>N/A</b> | <b>N/A</b> | <b>N/A</b> |
| <b>H</b> | <b>Cases of appeal handled by Correctional Services Department Complaints Appeal Board (CSDCAB)</b>            | <b>24</b>  | <b>21</b>  | <b>18</b>  |
| <b>I</b> | <b>Recommendation for service improvement endorsed by CSDCC</b>  | <b>70</b>  | <b>44</b>  | <b>38</b>  |