

**CONTROLLING OFFICER'S REPLY**

**SB438**

**(Question Serial No. 5018)**

Head: (30) Correctional Services Department

Subhead (No. & title): ()

Programme: (1) Prison Management

Controlling Officer: Commissioner of Correctional Services (LAM Kwok-leung)

Director of Bureau: Secretary for Security

Question:

In the coming year, the number of the Correctional Services Department Complaints Appeal Board (CSDCAB) members will increase from 10 to 18. It is said that the newly added 8 members will be religious persons and legal professionals who are acquainted with correctional operations.

1. What is the criteria for the appointment? How does the Correctional Services Department (CSD) enhance the transparency to facilitate monitoring by the public?
2. How does CSD ensure that an independent mechanism is in place for the three-tier complaint system to avoid the situation of "an investigation conducted by peers"?

Asked by: Hon SHIU Ka-chun (Member Question No. (LegCo use): 265)

Reply:

The Complaints Investigation Unit (CIU) is an independent establishment appointed by the Commissioner of Correctional Services, and conducts investigation into each complaint in a fair, impartial and meticulous manner. Upon completion of investigation, CIU will submit the investigation results to the Correctional Services Department Complaints Committee (CSDCC) for examination and a decision will be made with regard to the investigation results.

CSDCC is chaired by the Civil Secretary (Administrative Officer Staff Grade C) of CSD who is independent from the disciplined establishment. If the complainant is dissatisfied with the outcome of the investigation, he may apply in writing to the Correctional Services Department Complaints Appeal Board (CSDCAB) for appeal.

CSD reviews and enhances from time to time the complaints handling mechanism to improve transparency and credibility in dealing with complaints in an open, fair and just manner.

CSDCAB, established on 1 August 2016, makes final decisions on the appeals lodged by complainants. CSDCAB comprises community stakeholders who are familiar with correctional operations. At present, 10 Justices of the Peace (JPs) are appointed as the non-official members. The independence of CSDCAB ensures that all appeal cases will be handled in a fair and impartial manner.

To broaden the structure of CSDCAB and further enhance the appeal mechanism, the number of members is going to increase from 10 to 18 this year. Apart from JPs, religious persons who are acquainted with correctional operations will also be engaged. The members will participate in the work of review on a rotational basis. The expanded CSDCAB is expected to start reviewing the appeal cases in the middle of this year.

- End -