

**CONTROLLING OFFICER'S REPLY**

**SB134**

**(Question Serial No. 2791)**

Head: (30) Correctional Services Department

Subhead (No. & title): ()

Programme: (1) Prison Management

Controlling Officer: Commissioner of Correctional Services (WONG Kwok-hing)

Director of Bureau: Secretary for Security

Question:

Please provide a breakdown by the number of complaints received by correctional institutions, the category of complaints, the complainant, the content of complaints, the number of complaints entailing investigation, the number of complaints not entailing investigation, the number of substantiated complaints after investigation, the number of unsubstantiated complaints after investigation, and the number and rank of correctional officers subject to punishment for substantiated complaints after investigation in the past 5 years.

Asked by: Hon TIK Chi-yuen (LegCo internal reference no.: 49)

Reply:

In general, if the complaints lodged by persons in custody (PICs) involve matters of a relatively minor nature, such as the daily routines, general treatment or operations of an institution, the institutional management will take immediate follow-up actions.

As for complaints of a relatively serious nature, such as misconduct of staff or maladministration, the institutional management will refer them to the Complaints Investigation Unit (CIU) of the Correctional Services Department for comprehensive investigation.

The numbers of complaint cases received from PICs and entailing comprehensive investigation by CIU in the past 5 years are tabulated as follows:

<b>Cases entailing comprehensive investigation by CIU (complaints lodged by PICs)</b>	<b>2018 (Number of cases)</b>	<b>2019 (Number of cases)</b>	<b>2020 (Number of cases)</b>	<b>2021 (Number of cases)</b>	<b>2022 (Number of cases)</b>
Use of unnecessary force	8	9	21	16	9
Misconduct of staff	21	33	49	34	30
Negligence of duty	7	15	40	25	18
Abuse of authority	8	11	19	12	5
Injustice in disciplinary action	13	11	28	28	14
Dissatisfaction with institutional policy/procedure	1	2	9	0	0
<b>Total</b>	<b>58</b>	<b>81</b>	<b>166</b>	<b>115</b>	<b>76</b>

The numbers of complaint cases received from PICs which were found substantiated/partly substantiated after comprehensive investigation by CIU in the past 5 years are tabulated as follows:

<b>Cases substantiated/partly substantiated after comprehensive investigation by CIU (complaints lodged by PICs)</b>	<b>2018 (Number of cases)</b>	<b>2019 (Number of cases)</b>	<b>2020 (Number of cases)</b>	<b>2021 (Number of cases)</b>	<b>2022 (Number of cases)</b>
Substantiated	1	1	4	1	0
Substantiated other than reported	1	0	1	2	0
Not fully substantiated	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>0</b>

A total of 2 Assistant Officers were subject to punishment for involvement in the substantiated/partly substantiated cases listed above in the past 5 years.

- End -