

CONTROLLING OFFICER'S REPLY

SB164

(Question Serial No. 3424)

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:

What is the number of correctional officers in the establishment of the Complaints Investigation Unit of the Correctional Services Department? What is the average time required for completing an investigation of a complaint? Is the manpower sufficient for handling the complaints?

Asked by: Hon TIK Chi-yuen (LegCo internal reference no.: 277)

Reply:

The Complaints Investigation Unit (CIU) of the Correctional Services Department (CSD) is appointed by the Commissioner of Correctional Services. It is an investigation unit responsible for handling and investigating complaints, and its operation is independent of other sections of the Department. There are 15 staff members in the establishment of CIU, including 3 civilian staff.

CIU will complete an investigation within 18 weeks from the date of receiving a complaint. The findings will be submitted to the Correctional Services Department Complaints Committee (CSDCC) for review and decision-making. If necessary, CSDCC may refer the case back to CIU for investigation or make recommendations to the Department for improvement of services. In 2022, the average time for CIU to complete a complaint investigation was 11.2 weeks.

CSD will review the establishment and deployment of manpower in CIU for adjustment from time to time having regard to actual circumstances.

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