

二零一三至二零一五年投诉调查组接收由在囚人士及公众人士提出的个案数目  
**Number of Cases Received by Complaints Investigation Unit (CIU) from  
 Persons in Custody and the Public in 2013 to 2015**

附录 Appendix I I

		年份 Year			
		2013	2014	2015	
<b>A</b>	由投诉调查组展开调查的个案 - 使用非必要武力 - 行为不当 - 疏忽职守 - 滥用权力 - 纪律行动不公正 - 不满院所的政策或程序	Cases entailing CIU investigation - Use of unnecessary force - Misconduct of staff - Negligence of duty - Abuse of authority - Injustice in disciplinary action - Institutional policy / procedure	<b>122</b> 19 61 13 11 17 1	<b>94</b> 12 38 12 19 12 1	<b>106</b> <b>15</b> <b>68</b> <b>8</b> <b>9</b> <b>5</b> <b>1</b>
<b>B</b>	由投诉调查组监察院所处理的个案 <sup>①</sup>	Cases handled by institutions under CIU monitoring <sup>①</sup>	<b>65</b>	<b>39</b>	<b>61</b>
<b>C</b>	由投诉调查组处理的重复投诉个案 <sup>②</sup>	Repeated complaints handled by CIU <sup>②</sup>	<b>311</b>	<b>158</b>	<b>72</b>
<b>D</b>	由投诉调查组处理的求助 / 查询个案 <sup>③</sup>	Cases of requests / enquiries handled by CIU <sup>③</sup>	<b>168</b>	<b>147</b>	<b>103</b>
		总数 <b>Total (A+B+C+D) :</b>	<b>666</b>	<b>438</b>	<b>342</b>
<b>E</b>	由惩教署投诉委员会批签通过 投诉调查组的调查结果 - 证明属实 - 证实另有别情 - 无法完全证实 - 虚假 - 虚假及恶意 - 并无过错 - 未能证实 - 无法证实 - 终止调查 - 无从追查 - 撤回	Findings of CIU investigation endorsed by Correctional Services Department Complaints Committee (CSDCC) - Substantiated - Substantiated other than reported - Not fully substantiated - False - False and malicious - Faultless - Not Proven - Unsubstantiated - Curtailed - Not Pursuable - Withdrawn	<b>122</b> 0 0 1 18 0 11 0 53 25 14 0	<b>87</b> 2 0 0 13 0 6 0 48 14 4 0	<b>114</b> <b>1</b> <b>0</b> <b>0</b> <b>16</b> <b>0</b> <b>8</b> <b>0</b> <b>62</b> <b>12</b> <b>14</b> <b>1</b>
<b>F</b>	经惩教署投诉委员会覆核的个案	Cases re-examined by CSDCC	<b>15</b>	<b>13</b>	<b>2</b>
<b>G</b>	向惩教署署长提出上诉的个案	Cases of appeal to Commissioner of Correctional Services	<b>1</b>	<b>5</b>	<b>0</b>
<b>H</b>	惩教署投诉委员会批签通过的 服务改善建议	Recommendation for service improvement endorsed by CSDCC	<b>32</b>	<b>15</b> <sup>④</sup>	<b>25</b>

① 投诉个案属于性质轻微及与院所运作有关，例如院所环境、膳食及探访安排等。

The cases were complaints of minor and operational nature such as institutional environment, diet and visit arrangement.

② 投诉个案由同一投诉人重复地提出，为避免该投诉人继续滥用本署的投诉处理服务及节省资源，投诉调查组循简易的行政程序处理有关个案。

Those complaints were grievances repeatedly raised by the same complainant. In order to prevent the complainant from further abusing the complaints handling service of the Department, CIU handled those cases in a simple administrative way.

③ 个案经由电邮或电话热线提出，或透过 1823 政府电话中心转介。

The cases were raised either via CIU email, phone calls or referred by 1823 Call Centre.

④ 修订数字。

Revised figure.