

二零一四至二零一六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 from 2014 to 2016

附录  
Appendix 11

		年份 Year	2014	2015	2016
<b>A. 由投诉调查组展开调查的个案</b>	<b>Cases entailing CIU investigation</b>		<b>94</b>	<b>106</b>	<b>120</b>
- 使用非必要武力	- Use of unnecessary force		12	15	16
- 行为不当	- Misconduct of staff		38	68	46
- 疏忽职守	- Negligence of duty		12	8	14
- 滥用权力	- Abuse of authority		19	9	28
- 纪律行动不公正	- Injustice in disciplinary action		12	5	15
- 不满院所的政策或程序	- Institutional policy / procedure		1	1	1
<b>B. 由投诉调查组监察院所处理的个案<sup>①</sup></b>	<b>Cases handled by institutions under CIU monitoring<sup>①</sup></b>		<b>39</b>	<b>61</b>	<b>44</b>
<b>C. 由投诉调查组处理的重复投诉个案<sup>②</sup></b>	<b>Repeated complaints handled by CIU<sup>②</sup></b>		<b>158</b>	<b>72</b>	<b>0</b>
<b>D. 由投诉调查组处理的求助／查询个案<sup>③</sup></b>	<b>Cases of requests / enquiries handled by CIU<sup>③</sup></b>		<b>147</b>	<b>103</b>	<b>181</b>
		<b>总数Total (A+B+C+D)</b>	<b>438</b>	<b>342</b>	<b>345</b>
<b>E. 由惩教署投诉委员会批签通过投诉调查组的调查结果</b>	<b>Findings of CIU investigation endorsed by Correctional Services Department Complaints Committee (CSDCC)</b>		<b>87</b>	<b>114</b>	<b>113</b>
- 证明属实	- Substantiated		2	1	0
- 证实另有别情	- Substantiated other than reported		0	0	1
- 无法完全证实	- Not fully substantiated		0	0	0
- 虚假	- False		13	16	7
- 虚假及恶意	- False & malicious		0	0	0
- 并无过错	- Faultless		6	8	13
- 未能证实	- Not Proven		0	0	1
- 无法证实	- Unsubstantiated		48	62	73
- 终止调查	- Curtailed		14	12	13
- 无从追查	- Not Pursuable		4	14	5
- 撤回	- Withdrawn		0	1	0
<b>F. 经惩教署投诉委员会复核的个案</b>	<b>Cases re-examined by CSDCC</b>		<b>13</b>	<b>2</b>	<b>4</b>
<b>G. 惩教署署长处理的上诉个案</b>	<b>Cases of appeal handled by Commissioner of Correctional Services (CCS)</b>		<b>5</b>	<b>0</b>	<b>0</b>
<b>H. 惩教署投诉上诉委员会处理的上诉个案<sup>④</sup></b>	<b>Cases of appeal handled by Correctional Services Department Complaints Appeal Board (CSDCAB)<sup>④</sup></b>		<b>-</b>	<b>-</b>	<b>0</b>
<b>I. 惩教署投诉委员会批签通过的服务改善建议</b>	<b>Recommendation for service improvement endorsed by CSDCC</b>		<b>15<sup>⑤</sup></b>	<b>25</b>	<b>21</b>

“-”表示「不适用」

“-” denotes “Not applicable”

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 重复投诉指由同一投诉人重复提出相类同的投诉。为避免该投诉人继续滥用本署的投诉机制及善用处理投诉的资源，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 mechanism 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 惩教署投诉上诉委员会于二零一六年八月一日正式成立，取代原有由惩教署投诉委员会担任的覆检功能和由惩教署署长处理上诉个案的职能。

CSDCAB was established w.e.f. August 1, 2016, replacing the former appeal handling mechanism, i.e. re-examination by CSDCC and appeal to CCS.

⑤ 修订数字。

Revised figure.