

## Appendix 5

Number of Cases Received by Complaints Investigation Unit (CIU) from Persons in Custody, the Public and Staff from 2019 to 2021

	Year	2019	2020	2021
<b>A Cases entailing CIU investigation</b>		119	207	136
Use of unnecessary force		10	23	16
Misconduct of staff		53	78	45
Negligence of duty		22	44	31
Abuse of authority		21	24	16
Injustice in disciplinary action		11	28	28
Institutional policy / procedure		2	10	0
Others		0	0	0
<b>B Cases handled by institutions under CIU monitoring</b>		14	14	4
<b>C Repeated complaints handled by CIU in a simple administrative way</b>		0	0	0
<b>D Cases of requests / enquiries handled by CIU</b>		371	666	311
<b>Total (A+B+C+D)</b>		504	887	451

	Year	2019	2020	2021
<b>E Findings of CIU investigation endorsed by Correctional Services Department Complaints Committee (CSDCC)</b>		114	178	165
Substantiated		2	7	3
Substantiated other than reported		1	3	2
Not fully substantiated		1	0	0
False		8	13	29
False & malicious		0	0	0
Faultless		1	9	11
Not proven		1	4	0
Unsubstantiated		67	88	56
Curtailed		31	43	52
Not pursuable		1	11	10
Withdrawn		1	0	2
<b>F Cases re-examined by CSDCC</b>		N/A	N/A	N/A
<b>G Cases of appeal handled by Commissioner of Correctional Services (CCS)</b>		N/A	N/A	N/A
<b>H Cases of appeal handled by Correctional Services Department Complaints Appeal Board (CSDCAB)</b>		15	24	21
<b>I Recommendation for service improvement endorsed by CSDCC</b>		31	70	44