



Macao Prison Statistics of Suggestion, Complaint and Objection

January to March 2012

Number of Cases Received				
Cases by Category	Nature			Total
	Suggestion	Complaint	Objection	
Staff	0	1	0	1
Equipment and Facilities	0	0	0	0
Environment	0	0	0	0
Procedures	0	0	0	0
Others*	0	0	0	0
Total	0	1	0	1

Satisfaction of Citizens on The Handling of Cases				
Category	Nature			Total
	Suggestion	Complaint	Objection	
Satisfied	0	0	0	0
Unsatisfied	0	0	0	0
No comment	0	0	0	0
Did not collect comments from citizen	0	0	0	0
Comments could not be collected due to anonymity	0	0	0	0
Total	0	0	0	0

Satisfaction index of 1 complain has not been collected since the case is still under investigation.

**Satisfaction index of 1 complain is still awaiting the complainant to provide further