

**Substantiated Complaints Relating to Operational Matters at
Leisure Venues Received by the Leisure and Cultural Services Department
from 1 July 2010 to 30 June 2012**

	Case Description	No. of Cases
1.	Check-in arrangement being too stringent/unreasonable	96 (44%)
2.	Excessive booking/abuse of facilities by organisations	29 (13%)
3.	Dissatisfaction with the booking arrangement for non-fee charging venues	18 (8%)
4.	Unsatisfactory handling of booking procedures by booking counter staff/poor staff attitude	17 (8%)
5.	Daily management problems (such as too many users, poor arrangements for jogging in sports grounds, lighting)	14 (6%)
6.	Unsatisfactory booking policy for individuals	11 (5%)
7.	Waste of venue resources caused by bookings followed by cancellation	10 (5%)
8.	Closure of available courts/poor reallocation arrangement	8 (4%)
9.	Telephone calls unanswered	6 (3%)
10.	Miscellaneous	10 (4%)
	Total:	219 (100%)