

LCQ11**Time taken by Public Complaints Committee
in handling appeal cases in the past three years**

	2012-13	2013-14	2014-15
Percentage of appeal cases concluded within six months (number of cases)	75% (165 cases)	68% (195 cases)	67% (189 cases)
The longest time required for handling an appeal case	29 months	19 months	24 months