

**Staff complaints/appeals received by the Hospital Authority in the past three years
(breakdown by cluster and staff group of complainant)**

	Number of complaints #									Number of appeals									Number of cases received by the Staff Appeals Committee (SAC) under the HA Board								
2016	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total
Doctors Staff Group	0	3	0	1	0	0	2	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Nurses Staff Group	5	4	4	4	3	0	2	1	23	0	0	1	1	0	0	0	0	2	0	0	0	1	0	0	0	0	1
Allied Health Professions Staff Group	0	0	1	2	2	1	1	0	7	0	0	1	1	0	0	0	0	2	0	0	0	0	0	1	0	0	1
Supporting Staff Group	3	6	4	6	13	7	2	0	41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Administrative Staff Group	1	0	0	0	0	1	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Supervisory, Clerical and General Staff Group	4	3	0	0	2	1	1	0	11	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	
Anonymous	28	9	20	6	31	12	9	7	122	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	41	25	29	19	51	22	17	9	213	1	0	2	2	0	0	0	0	5*	0	0	0	1	0	1^	0	0	2*

Note: The Hospital Authority (HA) does not maintain information on numbers of complaints/appeals by hospital or by rank.

* All cases were found unsubstantiated.

The figures include cases referred to external organisations such as the Police and the Independent Commission Against Corruption, etc. Once a case is referred to an external organisation for handling, the HA will suspend internal investigation. The HA will review the case upon notification by the external organisation or when the outcome of any legal proceedings is available.

^ The case was handled at the first and second tiers of the appeal mechanism in 2015 and was referred to the SAC in 2016.

	Number of complaints #									Number of appeals									Number of cases received by the SAC under the HA Board								
2017	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total
Doctors Staff Group	3	0	0	0	0	3	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Nurses Staff Group	5	2	1	1	5	5	4	0	23	0	1	1	1	0	0	0	0	3	0	0	1	0	0	0	0	1	
Allied Health Professions Staff Group	2	3	3	3	0	1	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Supporting Staff Group	6	2	8	3	5	4	5	0	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Administrative Staff Group	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Supervisory, Clerical and General Staff Group	5	4	1	3	1	1	1	0	16	0	1	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	
Anonymous	28	12	24	7	11	15	14	9	120	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	49	23	37	17	22	29	24	12	213	0	2	1	2	0	0	0	0	5*	0	0	1	1	0	0	0	2*	

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	Number of complaints #									Number of appeals									Number of cases received by the SAC under the HA Board								
2018	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Head Office	Total
Doctors Staff Group	3	1	0	0	1	1	0	0	6	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Nurses Staff Group	5	8	2	1	4	7	1	0	28	0	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0
Allied Health Professions Staff Group	4	1	2	0	2	3	1	0	13	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Supporting Staff Group	5	5	10	5	11	7	5	0	48	0	0	0	1	2	0	0	0	3	0	0	0	0	0	0	0	0	0
Administrative Staff Group	0	1	0	0	2	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Supervisory, Clerical and General Staff Group	4	0	2	0	8	4	3	0	21	0	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0
Anonymous	17	12	18	5	14	11	7	2	86	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	38	28	34	11	42	33	17	2	205	0	1	1	1	4	1	0	0	8*	0	1	0	0	0	0	0	0	1*

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