

Table 11

Number of complaint cases handled by Public Complaints Committee and Hospital Authority by clusters that were completed beyond the target response time

Year	PCC	Cluster						
		Hong Kong East	Hong Kong West	Kowloon Central	Kowloon East	Kowloon West	New Territories East	New Territories West
2011	78	14	5	14	2	26	12	9
2012	54	5	2	4	0	12	23	4
2013	89	8	4	35	27	37	42	2
2014	78	1	2	44	13	40	62	6
2015*	80	0	19	3	1	9	33	1

Note: * Figures for 2015 are as at the second quarter of that year.