

LCQ14

Complaints by Hospital Authority staff (broken down by nature of complaint)

Category	2011
Recruitment / Appointment	14
Duty Arrangement	22
Supervision	43
Benefits and Leave	12
Peers Behaviour	36
Misconduct	17
Performance	10
Discrimination	4
Others	12
Total	170

Category	2012	2013	2014	2015
Recruitment / Appointment	16	20	13	24
Workload / Manpower	4	0	4	5
Job Arrangement	22	30	39	16
Supervisor-subordinate Relationship	25	11	15	14
Supervisor Competence	27	16	27	20
Operation and Procedures Issues	17	11	17	12
Remuneration, Benefits and Leave	8	16	8	8
Inappropriate Behaviour	22	32	30	27
Misconduct	12	11	25	14
Staff Development Review Issues	5	5	7	7
Performance Management Handling	11	6	10	8
Privacy	0	7	6	5
Training Issues	0	2	0	0
Administration / Facilities Related Issues	8	6	4	3
Discrimination	0	3	1	0
Sexual Harassment *	NA	8	12	4
Others	11	10	11	5
Total	188	194	229	172

* New category introduced in 2013