

PART I
CASE PROCESSING SUMMARY



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In 2015, the CCAC received a total of 793 complaints and reports, of which 744 were pursuable, including 262 criminal cases and 482 administrative complaints. The remainings were not pursuable due to the fact that they fell outside the jurisdiction of the CCAC or the information was not sufficient.

Number of cases recorded from 2011 to 2015

Year	2011	2012	2013	2014	2015
Caseload	804	852	896	865	793

Among the 793 cases received, 10 were uncovered by the CCAC through proactive approaches, 4 were investigated at the request of overseas authorities, 15 were referred by other public bodies and the remaining arose from citizens' complaints and reports, of which 407 cases were lodged by identified complainants or those willing to provide personal data and 357 complaints were anonymous or requested anonymity.

Statistics on cases recorded from 2013 to 2015 (classified by source of cases)

Source of cases		2013		2014		2015	
		Number	Percentage	Number	Percentage	Number	Percentage
Complaints or reports received from citizens	Complaints lodged by identified complainants or those willing to provide personal data	484	54%	453	52.4%	407	51.3%
	Anonymous complaints or those requesting anonymity	372	41.5%	379	43.8%	357	45%
Cases uncovered by CCAC through proactive approaches		22	2.5%	19	2.2%	10	1.3%
Cases investigated at the request of overseas authorities		6	0.7%	6	0.7%	4	0.5%
Cases referred by other public bodies		12	1.3%	8	0.9%	15	1.9%
Total number of cases		896	100%	865	100%	793	100%

In 2015, mail and telephone were still the main channels for citizens to lodge complaints and reports to the CCAC, through which 263 and 153 cases were lodged respectively, both together representing 52.5% of the total number of cases received in the whole year; the complaints lodged by citizens in person reached 199, representing 25.1% of all the cases received in the year.

**Statistics on cases recorded from 2013 to 2015
(classified by reporting method)**

Reporting method	2013		2014		2015	
	Number	Percentage	Number	Percentage	Number	Percentage
Letter	268	29.9%	262	30.3%	263	33.2%
Phone	335	37.4%	227	26.2%	153	19.3%
In person	154	17.2%	209	24.2%	199	25.1%
E-mail	112	12.5%	146	16.9%	125	15.8%
Online	--	--	--	--	41	5.2%
Fax	5	0.5%	2	0.2%	2	0.2%
Proactive approaches adopted by CCAC	22	2.5%	19	2.2%	10	1.2%
Total number of cases	896	100%	865	100%	793	100%

Up to the end of the year, the CCAC concluded 568 cases, including 256 criminal cases referred to the Public Prosecutions Office or archived upon completion of investigation and 312 ombudsman cases completed and archived.

In 2015, the CCAC received 1,104 counts of enquiries of different natures, of which 431 counts were about criminal matters and 673 were related to the administrative matters.