

**PART I**  
**CASE PROCESSING SUMMARY**

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**I. Overview of cases handled**

In 2025, the CCAC received a total of 971 complaints, reports and sources of information, of which 153 involved the 8<sup>th</sup> Legislative Assembly Elections. Judging from the sources, 919 were lodged by residents, 20 were referred by other departments, 23 were followed up by the CCAC upon gathering information on its initiative, two involved information related to cases received from judicial bodies and seven involved information obtained from internal information exchange between the Anti-Corruption Bureau and the Ombudsman Bureau. Meanwhile, at the request from law-enforcement agencies outside the Macao SAR, the CCAC placed 34 cases on file for mutual assistance. In addition, the CCAC received a total of 1,366 requests and enquiries throughout 2025.

**Statistics on sources of information recorded in 2025**

| Sources of information   | 2025       |             |
|--|------------|-------------|
|  | Total      | Percentage  |
| Complaints or reports lodged by residents                                    | 919        | 94.64%      |
| Cases referred by other public bodies  | 20         | 2.06%       |
| Cases followed up on the CCAC's initiative                                   | 23         | 2.37%       |
| Cases placed on file for investigation by judicial bodies                    | 2          | 0.21%       |
| Cases intervened by both the Anti-Corruption Bureau and the Ombudsman Bureau | 7          | 0.72%       |
| <b>Total</b>   | <b>971</b> | <b>100%</b> |

In 2025, the CCAC optimised its complaint and report handling work. Firstly, it strengthened the resources of the Complaint Management Centre by deploying personnel from within the CCAC. Secondly, the handling of in-person

complaints was centralised at the Complaint Management Centre, replacing the previous multi-channel approach. This has made the methods and standards for handling in-person complaints more reasonable and standardised and has streamlined the workflow.

After receiving complaints or reports from different channels, the Complaints Management Centre conducts a preliminary analysis and then forwards them to the Commissioner Against Corruption of the CCAC to determine the follow-up procedure based on their content and nature: cases probably involving criminal offences are referred to the Anti-Corruption Bureau for investigation; those involving administrative violations are referred to the Ombudsman Bureau for follow-up; if the content of the complaint or report is uncertain or difficult to investigate, the whistleblower will be notified to provide more information to determine whether the case can be further followed up or should be archived by the Complaint Management Centre. If the matter alleged in the report falls outside the CCAC's jurisdiction, it will be referred to other relevant departments for follow-up, depending on the circumstances.

In 2025, the CCAC placed a total of 427 cases on file, including 34 requests for case assistance, 191 cases (excluding election cases) placed on file by the Anti-Corruption Bureau and 172 cases placed on file by the Ombudsman Bureau. A total of 30 cases related to the 8<sup>th</sup> Legislative Assembly Elections were placed on file.

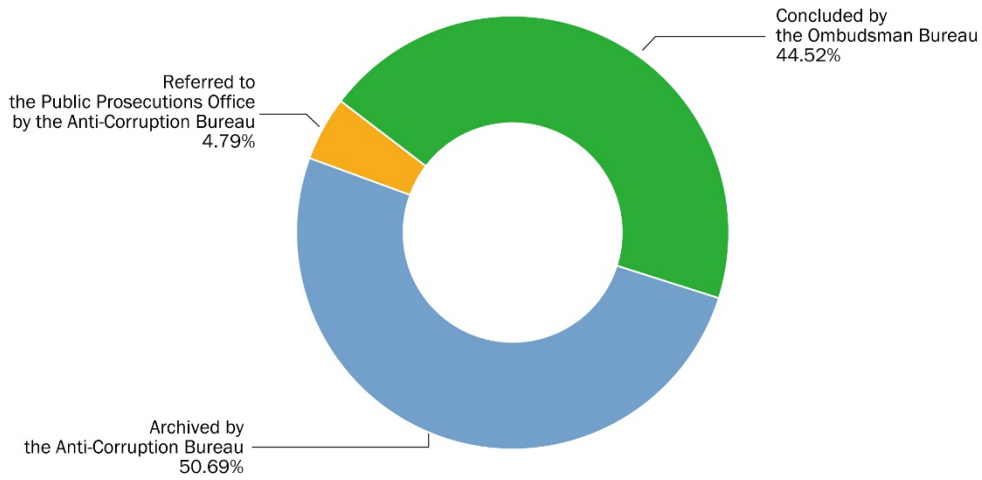
In addition, there were a total of 334 cases which did not meet the conditions to be placed on file and were sent to the Complaint Management Centre for handling, of which 238 were archived and the remaining 96 were referred to competent departments for follow-up.

## Statistics of the Complaint Management Centre in 2025

| Type                                   |   | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total        |
|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| Requests/enquiries of different nature |   | 122 | 107 | 127 | 118 | 133 | 124 | 123 | 103 | 150 | 84  | 82  | 93  | <b>1,366</b> |
| Sources of complaints                  | Complaints or reports lodged by residents (together with cases referred by other public bodies) | 63  | 45  | 79  | 72  | 72  | 114 | 103 | 74  | 117 | 81  | 56  | 63  | <b>939</b>   |
|  | Complaints or reports from other sources  | 2   | 1   | 4   | 1   | 1   | 3   | 11  | 2   | 4   | 2   | 1   | 0   | <b>32</b>    |
| Distribution of complaints             | Cases placed on file by the Anti-Corruption Bureau  | 18  | 12  | 26  | 17  | 13  | 32  | 25  | 15  | 23  | 15  | 8   | 17  | <b>221</b>   |
|  | Cases placed on file by the Ombudsman Bureau  | 10  | 11  | 10  | 18  | 21  | 18  | 22  | 14  | 11  | 18  | 6   | 13  | <b>172</b>   |
|  | Cases handled by the Complaint Management Centre  | 26  | 17  | 24  | 28  | 25  | 29  | 35  | 29  | 35  | 33  | 30  | 23  | <b>334</b>   |

Along with the cases carried forward from 2024, the CCAC concluded a total of 292 cases in 2025. Among the 162 cases concluded by the Anti-Corruption Bureau (including 142 corruption or election cases and 20 mutual assistance cases), 14 were referred to the Public Prosecutions Office and the remaining 148 were archived. Among the 130 cases concluded by the Ombudsman Bureau, 34 cases had been improved and optimised by the departments concerned and 11 cases were included in the list of “retrospective review” in order for another review.

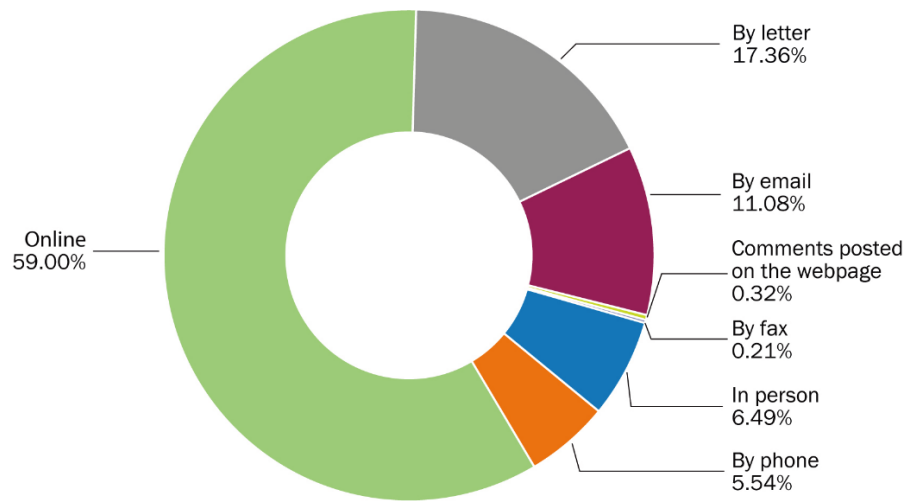
## Statistics on cases concluded in 2025



## II. Main channels for receiving cases

The numbers and percentages of the complaints and reports received by the CCAC in 2025 through different channels are as follows: 61 lodged in person; 52 received through the complaint hotline; 554 received through the online complaint system; 163 received by letter; 104 received by email; three comments posted on the webpage and two received by fax (See the percentages in the following chart).

## Statistics on methods to lodge complaints and reports in 2025<sup>1</sup>



### 1. In-person complaints/reports

The CCAC always encourages residents to file real-name complaints in person. In-person complaints allow the CCAC to gather more clues, which facilitates smoother investigations. When it comes to in-person real-name complaints, residents may choose to be named or request anonymity. The CCAC will, according to the whistleblower's wish, properly and effectively protect the whistleblower's identity procedurally. By improving the protection mechanisms, the CCAC aims to create a safe and reliable reporting environment for residents, so as to eliminate their concerns and encourage more people to bravely report corruption or file complaints to protect their rights.

To manage its work more reasonably, the CCAC encourages those filing complaints in person to make appointments online in advance to decide the time and place of filing their complaints. In recent years, the usage rate of the online appointment system has been steadily increasing, and the CCAC has been continuously optimising and improving the relevant appointment system.

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<sup>1</sup> Including those referred by public entities.

According to statistics, 129 appointments were made through the system in 2025 and the complainants showed up for 113 appointments, accounting for 87.6% of all appointments made through the system throughout the year. Walk-in in-person complaints without an appointment may increase waiting time, and therefore the CCAC hopes that residents will make better use of the aforesaid system.

## **2. By the online platform for filing complaints/reports**

In order to facilitate residents to file complaints or reports online, the online complaint platform was launched on the webpage of the CCAC in 2015 and its usage rate has been continuously increasing. In 2025, there were 554 complaints or reports lodged by residents through the online complaint system, making up the highest proportion of all methods to lodge complaints or reports throughout the year (59%).

Given that online complaints will remain one of the CCAC's primary methods for receiving complaints and reports, the CCAC will continue to optimise the content, interface and operational procedures of the online complaint system as well as the enquiry code system, so as to facilitate appropriate communication with complainants and allow them to track the progress of their cases in a timely manner.

According to statistics on the issuance and use of enquiry codes, the CCAC issued a total of 1,302 enquiry codes in 2025 due to complaints or reports (including supplementary complaints). Records showed that nearly 45% of these enquiry codes had been used, and about 65% of them were used for supplementary complaints at the same time. This shows that residents who use enquiry codes to track the progress of their cases also frequently use this convenient method to supplement their complaints.

### **3. By email**

In 2025, the CCAC received 104 complaints or reports by email, accounting for about 11.08% of the total complaints received. As compared with emails, the online complaint system is more convenient and efficient because it can effectively integrate the content of the complaints, the relevant information and other files submitted and uploaded by residents. This not only facilitates the initiation of investigation procedures but also allows whistleblowers to immediately receive enquiry codes for tracking the case follow-up progress or receiving information. The CCAC therefore encourages residents to opt for the online complaint system to enhance the complaint handling efficiency.

### **4. By letter and other methods**

Letters, a traditional reporting method, remain one of the important channels for the CCAC to receive complaints or reports. In 2025, a total of 163 cases were reported by letter, accounting for 17.36% of the total complaints received. These included letters from whistleblowers by mail, as well as cases referred by various government departments and judicial organs in accordance with their authority. In addition, there were also complaints or reports made through online comments posted on the webpage or by fax.

## **III. Real-name and anonymous reports under the principle of confidentiality of cases**

### **1. Confidentiality system**

The principle of confidentiality has always been a crucial rule upheld by the CCAC, and a bottom line consistently adhered to by the personnel of the CCAC of Macao. This principle is maintained throughout the entire process of a case - from receiving a clue to placing a case on file, investigating it and concluding it, confidentiality is a legal obligation that all investigators must abide by. In fact, the law also provides protection for whistleblowers. The *Penal Code*, the *Penal*

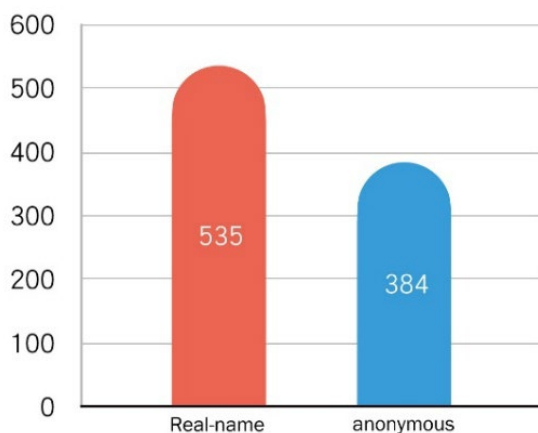
*Procedure Code, the Personal Data Protection Law, the Legal Regime of Declaration of Assets and Interests, and the CCAC’s legal systems - all stipulate confidentiality obligations from different perspectives.*

The CCAC attaches great importance to protecting the identity of whistleblowers and has a very strict confidentiality system. No one unrelated to the process has the right to access the whistleblower’s identity information or the content of the complaint. Furthermore, investigators must adhere to the principle of independent working and recusal procedures to ensure the confidentiality of complaints, which allows whistleblowers to confidently report corruption crimes.

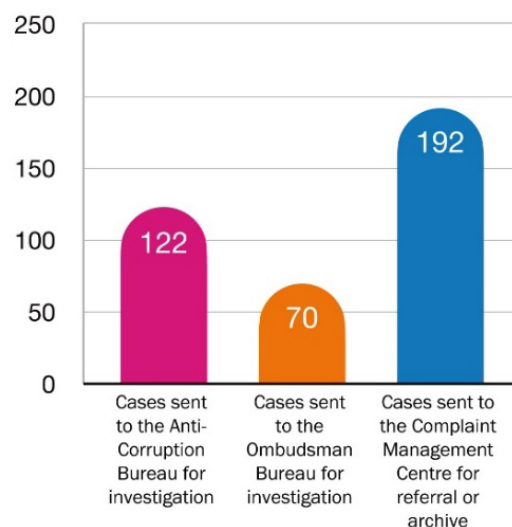
## 2. Real-name and anonymous complaints or reports

Among the complaints or reports in 2025, 535 were made under real names (including those requesting anonymity), while 384 were made anonymously. The CCAC also hopes that more residents will choose to make reports using their real names on the online complaint platform to facilitate case investigation and evidence collection.

**Statistics on real-name and anonymous complaints or reports in 2025**



**Anonymous complaints or reports handled in 2025**



The CCAC continues to fully promote the computerisation of case processing. Up to December 2025, computerisation of around 99.77% of the cases under processing was completed, while around 80.41% of the archived cases over the years have been completely computerised.