

Equal Opportunities Commission

Complaint Statistics (January to December 2007)

	2006 (Jan to Dec)	2007 (Jan to Dec)	Compared with same period last year
Complaints under DDO	420 (59%)	512 (59%)	+22%
Complaints under SDO	273 (38%)	327 (37%)	+20%
Complaints under FSDO	24 (4%)	35 (3%)	+46%
Total:	717	874	+22%

Overall situation

- The EOC received a total of 874 complaints in 2007 (from January to December 2007), representing an increase of 22% by 157 complaints compared with 717 in the same period of 2006.
- From January to December 2007, complaints under the DDO accounted for the majority of complaints received:

512 Complaints under the DDO (59%)

327 Complaints under the SDO (37%)

35 Complaints under the FSDO (4%)

DDO

- From January to December 2007, 512 complaints were received, representing an increase of 22% in 2006, when 420 complaints were received. 116 complaints on sick-leave were received, representing an increase of 71% over the same period of 2006 when 68 complaints were received. The number of complaints on accessibility issues was increased by 61% to 45, compared with 28 cases received in 2006.

Statistical Highlights:

Complaints lodged under the DDO	2006 (Jan to Dec)	2007 (Jan to Dec)	Compared with same period last year
Sick leave	68	116	+71%
Accessibility	28	45	+61%

SDO

- From January to December 2007, 327 complaints were received, representing an increase of 20% in 2006, when 273 complaints were received. Most cases were related to pregnancy discrimination (140 cases) and sexual harassment (105 cases). The figures for such complaints in 2006 were 117 and 85 respectively. In comparing the figures of 2006, the number of complaints related to pregnancy discrimination and sexual harassment in 2007 was increased by 20% and 24% respectively.

Statistical Highlights:

Complaints lodged under the SDO	2006 (Jan to Dec)	2007 (Jan to Dec)	Compared with same period last year
Pregnancy discrimination	117	140	+20%
Sexual harassment	85	105	+24%

Enquiries

- The EOC received a total of 14,763 enquiries in 2007, representing an increase of 4% or 528 enquiries, compared with the figures of 2006 when 14,235 enquiries were received.

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20 March 2008

Complaint Statistics (January to February 2008)

	2007 (Jan to Feb)	2008 (Jan to Feb)	Compared with same period last year
Complaints under DDO	72 (67%)	64(44%)	-11%
Complaints under SDO	31 (29%)	71 (49%)	+129%
Complaints under FSDO	5 (4%)	10 (7%)	+100%
Total:	108	145	+34%

Overall Complaint Figures:

- The EOC received a total of 145 complaints in the last two months (from January to February 2008), representing an increase of 37 cases or 34% over the same period last year when 108 complaints were received.
- Complaints under the SDO accounted for the majority of the complaints received in the last two months:
 - 64 complaints received under the **DDO** (44%)
 - 71 complaints received under the **SDO** (49%)
 - 10 complaints received under the **FSDO** (7%)
- In the first two months of 2008, 64 complaints were received under the DDO, recording a decrease of 11% over the same period last year when 72 complaints under the DDO were received.
- From January to February 2008, 71 complaints were received under the SDO, representing an increase of 129% over the same period last year, when 31 such complaints were received. Most of the SDO complaints were related to pregnancy discrimination (32) and sexual harassment (20).

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