

Complaint Statistics (January to November 2007)

	2006 (Jan to Nov)	2007 (Jan to Nov)	Compared with same period last year
Complaints under DDO	390 (58%)	459 (58%)	+18%
Complaints under SDO	255 (38%)	305 (38%)	+20%
Complaints under FSDO	24 (4%)	33 (4%)	+38%
Total:	669	797	+19%

Overall situation

- The EOC received a total of 797 complaints in the past eleven months (from January to November 2007), representing an increase of 19% by 128 complaints compared with 669 in the same period last year.
- In the past eleven months, complaints under the DDO accounted for the majority of complaints received:

459 Complaints under the DDO (58%)
305 Complaints under the SDO (38%)
33 Complaints under the FSDO (4%)

DDO

- From January to November 2007, 459 complaints were received, representing an increase of 18% over the same period last year when 390 complaints were received. 109 complaints on sick-leave were received, representing an increase of 82% over the same period last year when 60 complaints were received. The number of complaints on accessibility issues was increased by 52% to 38, compared with 25 cases received in the previous year.

Statistical Highlights:

Complaints lodged under the DDO	2006 (Jan to Nov)	2007 (Jan to Nov)	Compared with same period last year
Sick leave	60	109	+82%
Accessibility	25	38	+52%

SDO

- From January to November 2007, 305 complaints were received, representing an increase of 20% over the same period in 2006, when 255 complaints were received. Most cases were related to pregnancy discrimination (127 cases) and sexual harassment (101 cases). The figures for such complaints in 2006 were 109 and 76 respectively. When compared with the same period last year, the number of complaints related to pregnancy discrimination and sexual harassment was increased by 17% and 33% representatively.

Statistical Highlights:

Complaints lodged under the SDO	2006 (Jan to Nov)	2007 (Jan to Nov)	Compared with same period last year
Pregnancy discrimination	109	127	+17%
Sexual harassment	76	101	+33%

Enquiries

- From January to November 2007, the EOC received a total of 13,862 enquiries, representing an increase of 5% or 718 enquiries, compared with the same period last year when 13,144 enquiries were received.
