

Complaint Statistics (January to August 2007)

	2006 (Jan to Aug)	2007 (Jan to Aug)	Compared with same period last year
Complaints under DDO	283 (57%)	329 (59%)	+16%
Complaints under SDO	193 (39%)	211 (37%)	+9%
Complaints under FSDO	18 (4%)	20 (4%)	+11%
Total:	494	560	+13%

Overall situation

- The EOC received a total of 560 complaints in the past 8 months (from January to August 2007), representing an increase of 13% by 66 complaints compared with 494 in the same period last year.
- In the past 8 months, complaints under the DDO accounted for the majority of complaints received:

329 Complaints under the DDO (59%)
 211 Complaints under the SDO (37%)
 20 Complaints under the FSDO (4%)

DDO

- From January to August 2007, 329 complaints were received, representing an increase of 16% over the same period last year, when 283 complaints were received. 78 complaints on sick-leave were received, representing an increase of 90% over the same period last year when 41 complaints were received. The number of complaints on accessibility issues was increased by 47% to 25, compared with 17 cases received from January to August 2006.

Complaints lodged under the DDO	2006 (Jan to Aug)	2007 (Jan to Aug)	Compared with same period last year
Sick leave	41	78	+90%
Accessibility	17	25	+47%

SDO

- From January to August 2007, 211 complaints were received, representing an increase of 9% over the same period in 2006, when 193 complaints were received. Most cases were related to pregnancy discrimination (95 cases) and sexual harassment (63 cases). The figures for such complaints in 2006 were 87 and 57 respectively. When compared with the same period last year, the number of complaints related to pregnancy discrimination and sexual harassment was increased by 9% and 11% respectively.

Complaints lodged under the SDO	2006 (Jan to Aug)	2007 (Jan to Aug)	Compared with same period last year
Pregnancy discrimination	87	95	+9%
Sexual harassment	57	63	+11%

Enquiries

- From January to August 2007, the EOC received a total of 10,612 enquiries, representing an increase of 12% or 1,134 enquiries, compared with the same period last year when 9,478 enquiries were received. The main reason for the increase was that 1,386 enquiries related to sexual orientation discrimination were received this year.
