

The Equal Opportunities Commission
Statistics on Enquiries and Complaints as at 31 October 1997

Part A Enquiries and Complaints received since 20/9/96

	<u>Total</u>	<u>SDO</u>	<u>DDO</u>	<u>FSDO</u>	<u>EOC</u>	<u>O.J.</u>
Total no. of enquiries	5471	~~~	~~~	~~~	~~~	~~~
General enquiries (1)	3840	~~~	~~~	~~~	~~~	~~~
Specific enquiries	1631	717	642	6	45	221
Total no. of complaints	448	276	172	~~~	~~~	~~~
Complaints for investigation & conciliation	132	53	79	~~~	~~~	~~~
Other Complaints						
(1) Discriminatory Advertisement	290	218	72	~~~	~~~	~~~
(2) Other fields	26	5	21	~~~	~~~	~~~

Part B Status of Complaint Handling

(1) Complaints for investigation and conciliation

	<u>Total</u>	<u>Under Investigation/</u>		<u>Conciliated</u>	<u>Not</u>	<u>Court Action</u>
		<u>Conciliation</u>	<u>Discontinued (2)</u>		<u>Conciliated (3)</u>	
<u>SDO</u>	53					
Employment field	46	25	13	5	3	
Non-employment field	7	3	1	3	0	
<u>DDO</u>	79					
Employment field	46	26	13	5	2	

Non-employment field	33	17	11	3	2		1
----------------------	----	----	----	---	---	--	---

(2) Other Complaints

(i) Discriminatory Advertisement

	<u>Total</u>	<u>Under Investigation</u>	<u>Resolved</u>	<u>No Further Action</u>	<u>Court Action</u>
SDO	218	28	167	17	6
DDO	72	6	66	0	0

(ii) Other fields

	<u>Total</u>	<u>Under Investigation</u>	<u>Resolved</u>	<u>No Further Action</u>	<u>Court Action</u>
SDO	5	1	4	0	0
DDO	21	8	12	1	0

Note: (1) Statistics on general enquiries were collected since 1 January 1997.

(2) on ground of : no unlawful act; no desire to pursue complaint; lapsed over 12 months;

should not be a representative complaint; being frivolous, vexatious, misconceived or lacking in substance.

(3) conciliation effort made but failed to bring about settlement.