

# 服務承諾

## Performance Pledges

監警會重視工作效率和優質表現，定下一系列的服務承諾：

We attach great importance to efficient and quality performance.  
Our performance pledges are:

	Handling of Cases 個案的處理	Performance Target (standard response time) ● 表現指標 (標準回應時間) ●
<b>Enquiries</b> 查詢	By telephone / in person 致電 / 親臨	Immediately 即時
	In writing 書面	Within 10 days 10天內
<b>Monitoring of Complaints</b> 監察投訴	Normal Cases ● 一般個案 ●	Within 3 months 3個月內
	Complicated Cases ● 複雜個案 ●	Within 6 months 6個月內
	Review Cases ● 覆核個案 ●	Within 6 months 6個月內

● 由接獲投訴警察課最終調查報告 / 回應的日期起計

● 一般個案：向投訴警察課提出不多於一輪質詢的輕微個案 (例如沒有禮貌或疏忽職守)

● 複雜個案：所有嚴重的個案 (例如毆打或捏造證據)，或向投訴警察課提出多於一輪質詢的輕微個案

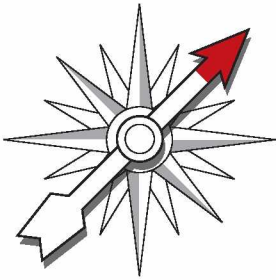
● 覆核個案：要求覆核須匯報投訴的調查結果分類的個案

● Measured from the date of receipt of CAPO's final investigation report/response

● Normal cases: minor cases (such as Impoliteness or Neglect of Duty) with no more than one round of query raised by the IPCC with CAPO

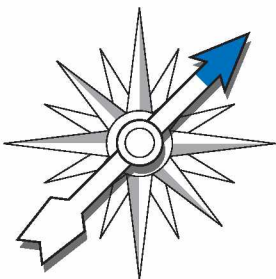
● Complicated cases: all serious cases (such as Assault or Fabrication of Evidence) and minor cases with two or more rounds of queries raised by the IPCC with CAPO

● Review cases: requests for reviewing the classification of Reportable Complaints



封面上指南針的指針指向「獨立」和「監察」的設計概念，突顯監警會的獨立性質及其監察職能。

除了「獨立」和「監察」外，指南針亦寫上「公正」和「誠信」，帶出監警會的使命和價值觀。



The cover design depicts the faces of two compasses, one pointing towards “Monitor”, highlighting the independent nature of the IPCC and its mission.

The words “Impartiality” and “Integrity” emphasise the character and values of the Council.



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