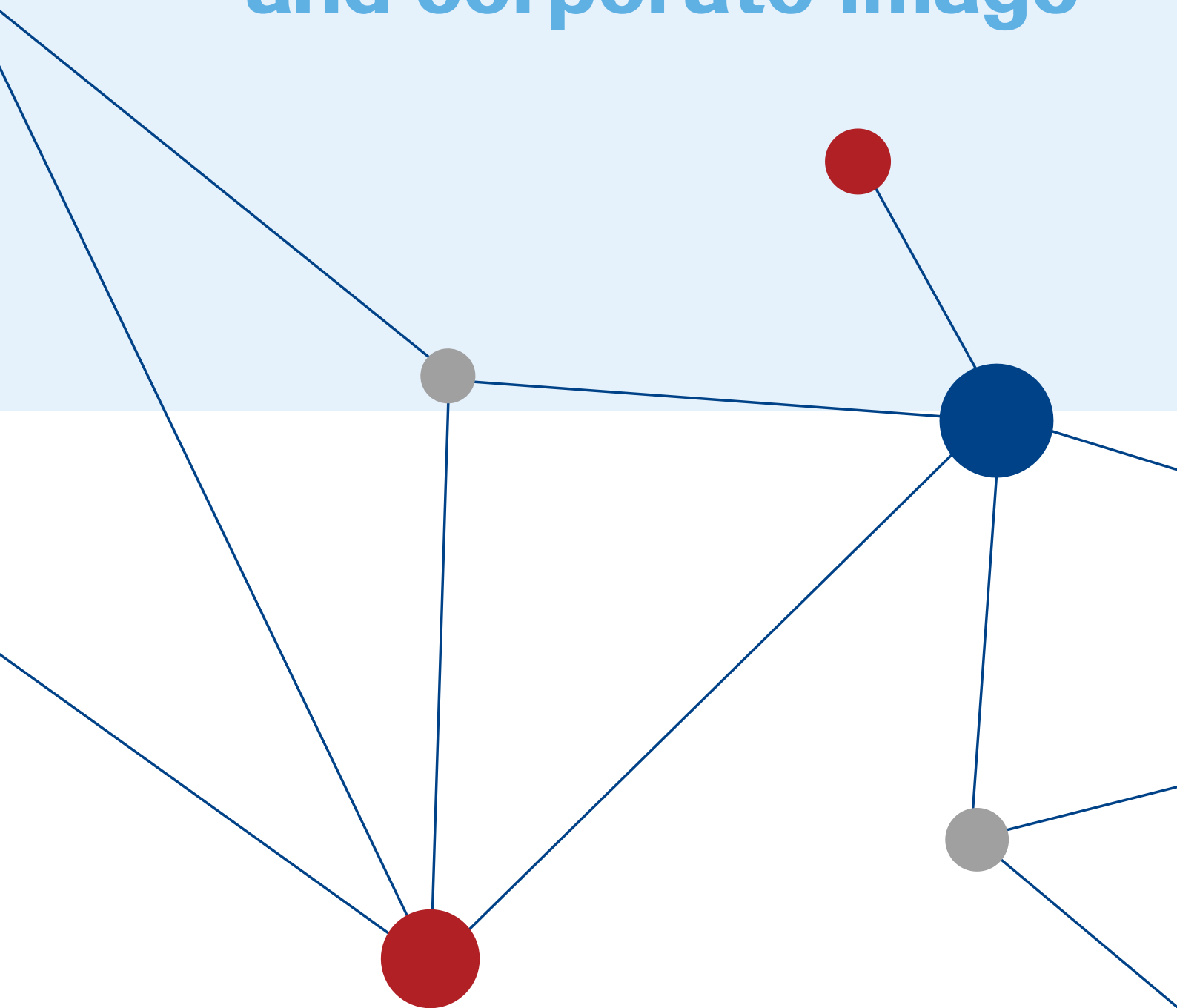


第 5 章 *CHAPTER 5*

傳訊工作及機構形象 Communications and corporate image



監警會自2009年6月1日隨《監警會條例》的生效，由一個在幕後默默耕耘，審核警察投訴個案的單位，蛻變為更透明及有前瞻性的監察警察投訴工作的獨立法定機構。除了就公眾關注的議題和警方及持份者加強聯繫外，亦加強對外傳訊工作，增加公眾對香港投訴警察制度的認識。

監警會透過傳媒、機構刊物、監警會網頁、YouTube「監警會頻道」及各類宣傳單張，向公眾發布監警會的最新訊息。

Since the IPCCO went into effect on 1 June 2009, the IPCC has transformed from a “back-seat” reviewer to a more transparent and forward-looking independent police complaints oversight body. Apart from strengthening its engagement with the Police and stakeholders regarding issues of public interest, it also continues to enhance external communications to enhance the public’s understanding of Hong Kong’s police complaints system.

The IPCC releases its latest information to the public through the media, official publications and website, the IPCC Channel on YouTube and all kinds of leaflets.

傳訊工作 Communications

主席專欄 Chairman’s Column



監警會於報告期內在網站增設了「主席專欄」，提供多一個平台以短文形式介紹監警會的工作，透過講解監警會通過的投訴例子，深入淺出地讓讀者認識審核投訴的程序、原則和觀點。文章可供其他媒體自由轉載。報告期內刊登的文章分別簡述了「無法追查」、「虛假不確」的投訴，及介紹監警會委員的職責，詳情可瀏覽監警會網站 (<http://www.ipcc.gov.hk>)。

During the reporting period, a Chairman’s Column was added to the IPCC website in which the IPCC’s work is introduced through short articles. The additional platform enables readers to understand the IPCC’s vetting procedures, principles and viewpoints easily through complaint cases endorsed by the IPCC. The articles are open for reproduction by other media. The passages published during the reporting period covered “Not Pursuable” complaints or “False” complaints, as well as the IPCC’s duties. For details, please visit the IPCC website (<http://www.ipcc.gov.hk>).

《監警會通訊》及其他刊物

IPCC Newsletter and other publications



監警會定期出版《監警會通訊》，報道委員會近期工作、審核個案的統計數字，以及投訴警察的真實個案等，讓公眾得知會方的最新動向。《監警會通訊》除了會以郵寄、電郵形式發放給持份者外，還會上載至監警會網站(<http://www.ipcc.gov.hk>)。在報告期內，會方分別在2016年7月及12月出版了兩期《監警會通訊》，並以監警會2016年公眾意見調查的結果及佔領事件投訴的最新審核進度作封面故事。

按《監警會條例》的要求，監警會每年必須在其財政年度完結後六個月內向行政長官呈交監警會工作報告，報告其財政及整體工作狀況，監警會亦會對外公布年報，向公眾問責。

此外，監警會亦編製了《關於監警會的10個為甚麼》小冊子和觀察員計劃單張，簡介監警會的由來和職能、香港的兩層架構投訴警察制度和審核投訴的程序等，以解答市民對會方的普遍疑問。

The IPCC releases the *IPCC Newsletter* on a regular basis to update the public on the Council's latest work, statistics of cases reviewed and real complaint cases. *The IPCC Newsletter* is distributed to stakeholders by post or email and uploaded to the IPCC website (<http://www.ipcc.gov.hk>). During the reporting period, the IPCC released two issues of the *IPCC Newsletter*, in July and December 2016 respectively. The cover stories featured the 2016 IPCC public opinion survey results and an update on the IPCC's review of complaints related to the Occupy Movement.

As stipulated in the IPCCO, the IPCC must submit to the Chief Executive an annual report on the IPCC's financial and overall work status not later than six months after the end of the financial year. The IPCC also publishes the annual report for public accountability.

In addition, the IPCC published the "10 Qs on the IPCC" booklet and the Observers Scheme leaflet, which cover the IPCC's origin and functions, the two-tier police complaints system and the IPCC's vetting procedures in response to the common enquiries about the IPCC.

與傳媒聯繫 Media liaison

每次發表《監警會通訊》及年度工作報告，監警會均會舉行新聞發布會，向公眾交代工作情況，回應傳媒提問，以增加透明度。

To enhance transparency, the IPCC holds a press conference for release of each *IPCC Newsletter* or annual report in order to explain to the public its work and respond to the media .



2016年7月11日
11 JUL 2016



監警會推出第十九期《監警會通訊》，郭琳廣主席向傳媒講解監警會的最新活動，並邀請了為監警會進行公眾意見調查的香港大學民意研究計劃總監鍾庭耀博士，講解2016年的調查結果。此外，梅達明副秘書長（行動）則講述一宗涉及一名精神上無行為能力人士的投訴個案。其他委員亦有一同出席午餐會，和傳媒代表午膳交流。

A media briefing was held to launch the *IPCC Newsletter* issue no.19. During the briefing, Mr Larry Kwok Lam-kwong (Chairman) presented highlights of the IPCC's latest publicity initiatives. Dr Robert Chung Ting-yiu, Director of the University of Hong Kong Public Opinion Programme (HKUPOP) was also invited to give an account of the results of the public opinion survey 2016 commissioned by the IPCC. In addition, Mr Daniel Mui (Deputy Secretary-General, Operations) explained a complaint case involving a mentally incapacitated person. Other Members were also present for networking lunch with the media representatives.



2016年12月7日
7 DEC 2016



副主席陳健波議員代表監警會向立法會提交《監警會2015/16工作報告》。同日下午，郭琳廣主席在俞官興秘書長及梅達明副秘書長(行動)陪同下主持《監警會2015/16工作報告》及第二十期《監警會通訊》傳媒發布會暨午餐會。他們向傳媒講解監警會年度工作回顧及統計數字，並匯報佔領事件投訴衍生的個案的審核進度。其他委員亦有一同出席午餐會，和傳媒代表午膳交流。

On behalf of the IPCC, Hon Chan Kin-por (Vice-Chairman) submitted the *IPCC Report 2015/16* to the Legislative Council. Mr Larry Kwok Lam-kwong (Chairman), accompanied by Mr Richard Yu (Secretary-General) and Mr Daniel Mui (Deputy Secretary-General, Operations), hosted a media briefing and luncheon to launch the report and *IPCC Newsletter* issue no. 20. They presented a yearly overview and the statistics of the IPCC's work in the past financial year, and updated the progress of the IPCC's monitoring work on the complaint cases arising from the Occupy Movement. Other Members were also present for networking lunch with the media representatives.

傳媒專訪

Media interviews



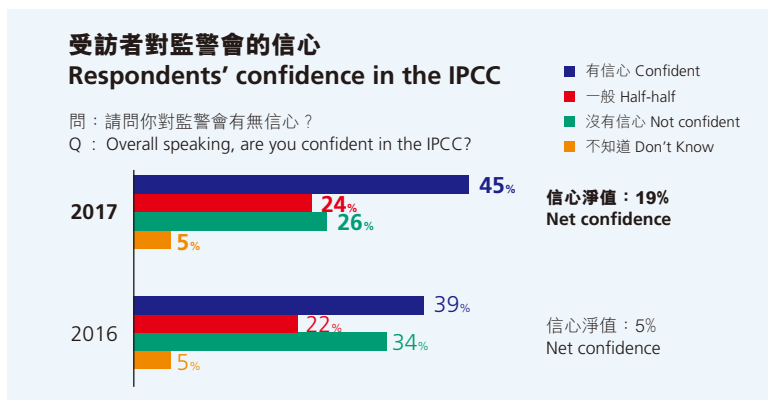
監警會代表透過接受傳媒訪問及查詢，向市民介紹監警會的職能及工作。報告期內，郭琳廣主席、朱敏健前秘書長及俞官興秘書長等，分別接受了多間媒體的專訪，包括南華早報、星島日報、香港電台節目《自由風自由PHONE》等。而郭琳廣主席亦會在每一次與投訴警察課舉行的聯席會議後，即場回應傳媒提問。

By conducting media interviews and answering enquiries, the IPCC representatives introduce the IPCC's function and work to the public. During the reporting period, Mr Larry Kwok Lam-kwong (Chairman), Mr Ricky Chu (former Secretary-General) and Mr Richard Yu (Secretary-General) were interviewed by various media, including *South China Morning Post*, *Sing Tao Daily*, and RTHK programme "Open Line Open View". Mr Kwok also responded to questions from the media after each joint meeting between the IPCC and CAPO.

機構形象 Corporate image

香港大學民意研究計劃 公眾意見調查

Public opinion survey
conducted by HKUPOP



今次是監警會自成為獨立法定機構後進行的第六次公眾意見調查，以了解公眾對監警會的認知度、滿意度和整體形象的觀感。調查結果有助會方評估及擬定推廣及傳訊的方向，以便更有效履行《監警會條例》第8條(1)(e)賦予的法定職能—「加強公眾對監警會的角色認識」。

本年度的公眾意見調查結果發現，公眾對監警會的信心、觀感及滿意度比去年均有所提升。調查於今年三月初以隨機抽樣電話訪問形式進行，訪問了1,010名成年人。五成半受訪者對監警會的形象感到正面，比去年上升三個百分點。受訪者對監警會的信心淨值（即正面減去負面的百分比），由去年的五個百分點，大幅上升至今年的19個百分點。他們對會方的滿意度評分亦由去年的56.1分上升至今年的60.5分。

就多個評估監警會在「監察及覆檢警察投訴個案」的工作指標中，受訪者對監警會的「獨立性」及「公正性」的評分普遍較高，分別有五成及四成半人認為監警會獨立、公正，兩者均比去年上升五個百分點。至於「效率」及「透明度」性方面，過去受訪者對這兩個指標的意見比較兩極化，但今年分歧大幅收窄，當中認為監警會沒有效率或透明度低的受

Since the IPCC became an independent statutory body, the IPCC has conducted six public opinion surveys to understand the public awareness of and satisfaction with the IPCC, as well as the overall perception of the IPCC's image. The survey results help the IPCC to assess and map out the direction for its promotion and communication efforts in order to effectively discharge its statutory function – “to promote public awareness of the role of the Council” under section 8(1)(e) of the IPCCO.

This year's survey results show improvement in the areas of public confidence in, perception of and satisfaction with the IPCC. The survey was conducted through telephone interviews on a random sampling basis in early March 2017 and 1,010 adults were interviewed. 55% of the respondents felt positive about the IPCC's image, an increase of 3 percentage points over that of previous year. The respondents' net confidence in the IPCC (i.e. the percentage of positive minus that of negative) rose significantly from 5 percentage points last year to 19 percentage points this year. The satisfaction rating increased from last year's 56.1 to this year's 60.5.

As for the indicators of the IPCC's work concerning “monitoring and reviewing complaint cases”, the respondents generally gave a higher rating on the IPCC's “independence” and “impartiality”, of which 50% and 45% believed that the IPCC was independent and impartial respectively. Both ratings increased by 5 percentage points from that of last year. With regard to “efficiency” and “transparency”, though views on these two indicators used to be more polarised, the divergence was significantly narrowed this year. The percentage of respondents who opined the IPCC being not efficient or not

訪者明顯減少，分別下降九個及八個百分點。

因應過去幾年的公眾意見調查結果，會方一直致力優化審核投訴的程序。為了加快處理投訴，監警會年初向投訴警察課提出多項要求。首先，會方要求投訴警察課應盡量於收到投訴後四個月內完成調查，並於六個月內向監警會呈交調查報告。其次，投訴警察課在呈交報告時應一次過提交齊全的文件和檔案，減少不必要的延誤。第三，投訴警察課應盡量在四個星期內回覆監警會提出的質詢。此外，會方將與投訴警察課舉行的工作層面會議，由三個月一次增加至兩個月一次，以改善處理個案的效率，並致力在收到調查報告後六個月內通過報告。

在透明度方面，為了維持審核個案的公正性及遵守保密責任，監警會在未完成審核個案前，不宜對外披露投訴的細節或作出評論，這難免會影響市民對透明度方面的觀感。有見及此，監警會已加強透過《監警會通訊》及網上渠道分享已通過的個案，讓公眾了解監警會在審核個案時的實際工作情況及所秉持全面和嚴謹的態度。

與往年一樣，今年調查結果顯示年紀越輕的受訪者，傾向對監警會持有較負面觀感。因此自2016年9月的學年起，會方推行校園推廣試驗計劃，讓中、小學生對監警會的角色及職能有正確的認識。委員及秘書處人員到訪學校，透過個案分享，與學生研討審核個案的原則、監警會的價值觀、兩層架構投訴警察制度及投訴的權利和責任等。試驗計劃初步獲得師生的正面回應，會方將繼續推展相關的工作。

監警會委託香港大學民意研究計劃進行公眾意見調查的結果已上載至港大民研網站(<http://www.hkupop.hku.hk/chinese/report/ipcc2017/index.html>)。

transparent has dropped by 9 percentage points and 8 percentage points respectively.

In view of the survey results for the past few years, the IPCC has strived to enhance the vetting process. Earlier this year, several requests have been raised to CAPO in order to expedite the vetting procedures. First of all, the IPCC requested CAPO to complete investigation within four months after receiving the complaint; and submit investigation reports to the IPCC within six months. Secondly, CAPO should provide the IPCC with all relevant files and documents when submitting the investigation reports in order to minimize unnecessary delay. Thirdly, CAPO should endeavor to respond to Queries raised by the IPCC within four weeks. In addition, the frequency of working level meetings with CAPO has been increased from once every three months to once every two months to improve the efficiency for case handling. The Council will also strive to endorse every investigation report within six months after receiving it.

With respect to transparency, the IPCC would not disclose any details or make any comments on a complaint before the vetting process is completed in order to maintain impartiality during case vetting and to comply with confidential obligation. This inevitably affects the public perception of the IPCC's transparency. In this regard, the IPCC has been stepping up efforts in sharing endorsed cases through the *IPCC Newsletter* and online channels to enable public understanding of actual work process, as well as the comprehensiveness and serious manner undertaken by the IPCC in case vetting.

As in previous years, the latest survey results show that younger respondents tend to have more negative perception about the IPCC. Therefore, the IPCC launched a school pilot programme last September reaching out to secondary and primary students to enable a proper understanding of the IPCC's role and functions. The IPCC Members and Secretariat staff jointly visited the schools, and through case sharing, the principles for vetting cases, values of the IPCC, the two-tier police complaints system and the rights and responsibilities involved in a complainant were deliberated with students. The school pilot programme was well received by both teachers and students, and the IPCC will continue to expand its efforts in this year.

The public opinion survey commissioned by the IPCC and conducted by HKUPOP is available at HKUPOP's website (<http://www.hkupop.hku.hk/english/report/ipcc2017/index.html>).