

## 主席前言 Chairman's Foreword



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獨立監察警方處理投訴委員會(監警會)一如往年，嚴謹審核每宗投訴個案。報告期內，會方通過2,218項投訴指控，當中1,975項屬性質輕微的指控，包括行為不當、態度欠佳等。鑒於性質輕微的指控佔整體投訴數字接近90%，會方在去年聯同投訴警察課研究加快處理輕微投訴的程序，重點之一是精簡「透過簡便方式解決投訴」的工作流程。試行計劃於2022年5月展開。在精簡程序後，投訴警察課處理「透過簡便方式解決投訴」個案的效率有所提升，計劃試行11個月以來，每宗個案的平均處理時間縮短近三成(由平均99日降至71日)，而投訴人選擇以此方式解決

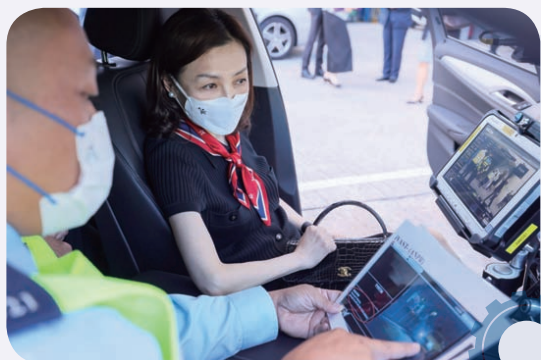
As in previous years, the Independent Police Complaints Council (IPCC) has meticulously examined every single complaint. During the reporting period, the Council endorsed a total of 2,218 allegations, 1,975 of which were minor in nature, including misconduct, impoliteness, etc. Given that close to 90% of the allegations were minor in nature, the Council worked with the Complaints Against Police Office (CAPO) last year to expedite the handling of minor complaints, with a focus on streamlining the procedure for Informal Resolution (IR). A pilot programme was rolled out in May 2022. After the procedure was streamlined, CAPO's efficiency in handling complaints through IR improved considerably. During the first 11 months of the pilot programme, the average time for a complaint processed through IR was reduced by nearly 30% (from an average of 99 days to 71 days). The number of complaints resolved by way of IR also increased by 17%. From the complainants' perspective, IR can promptly resolve their

的個案亦上升了17%；站於投訴人的立場，「透過簡便方式解決投訴」可在短時間內處理他們的個案。從有效調配資源角度出發，會方和投訴警察課可將更多人力和物力投放於性質較為嚴重，或需深入調查的個案，以及跟進由監警會提出的服務質素改善建議(改善建議)，令社會資源發揮更大功效。

自我擔任主席一職以來，監警會繼續秉持公平公正的原則審核投訴，又常常向警隊提出務實的改善建議，協助警隊優化服務，減少不必要的投訴。為親自了解改善建議的落實進度，我和委員在本年度先後到訪警察機動部隊總部和西九龍交通行動基地，並藉這些交流機會加深認識警方不同單位的工作。

complaints. The Council and CAPO can as a result devote more manpower and resources to dealing with complaints that are more serious in nature or require in-depth investigation, and following up on Service Quality Improvement Initiatives (SQIIs) raised by IPCC, so that public resources can be used more effectively.

Since I took on the role as Chairman, IPCC has continued to firmly uphold the principles of fairness and impartiality in examining complaints, and to frequently suggest pragmatic SQIIs to the police force, aiming to enhance their services and reduce unnecessary complaints. During the year, I visited the Police Tactical Unit Headquarters and the Traffic Kowloon West Operational Base with other Members to look at the implementation progress of some of the SQIIs. We also took these opportunities to familiarise ourselves with the work of different police units.



監警會主席和委員在本年度先後到訪警察機動部隊總部和西九龍交通行動基地。  
*During the year, Council Chairman and Members visited the Police Tactical Unit Headquarters and the Traffic Kowloon West Operational Base.*



監警會在本年度向警隊提出19項改善建議，範疇涵蓋交通執法、證物處理、錄影會面等。會方特別注意到，近年牽涉電腦科技和網上騙案的投訴個案有上升趨勢，因此監警會在報告期內建議警方提升鑑證電腦、手機等電子證物的效率。警隊已積極增加人手，改良數碼法理鑑證的系統，並且加強培訓，提升前線人員進行基礎法理鑑證的能力，加快處理網絡和科技罪案。

去年整體投訴數字回落跟疫情有關。今年一至三月，社會全面復常後，警務人員因執行日常警務工作而衍生的投訴數字有所回升，主要涉及交通執法、處理街頭糾紛、截停搜查等工作。監警會會繼續密切留意投訴趨勢，並提出具前瞻性的改善建議。

過去一年，我和委員們在不同場合強調投訴人的配合對投訴機制運作的重要性。與此同時，我們多管齊下，透過定期舉辦傳媒發布會、出版《監警會通訊》、接觸不同地區組織，並到訪本港多所學校舉辦講座，闡釋投訴人的權與責。會方欣見公民教育的工作漸有成效，令「無法追查」和「虛假不確」的指控數字回落。在2022/23年度，分類為「無法追查」的指控共610項，較上年度的826項下降26%，而「虛假不確」的指控則較2021/22年度的62項減約30%，至2022/23年度的43項。會方在來年會進一步加強宣傳，以提升投訴機制的公信力。

投訴機制行之有效，監警會的觀察員功不可沒。他們以公正持平的態度，協助會方履行法定職能。我代表監警會鳴謝逾百名觀察員在報告期內合共出席1,914次由投訴警察課進行的會面和證據收集工作，出席率高達98%，進一步鞏固市民對兩層架構投訴制度的信心。

During the year, IPCC has made 19 SQIIs to the police, covering traffic enforcement, handling of exhibits, video-recorded interviews, etc. IPCC has particularly noted the upward trend in complaints involving computer technology and online fraud in recent years. Hence, during the reporting period, IPCC recommended that the police enhance the efficiency of forensic examination on seized digital devices, such as computers and mobile phones. The police have proactively increased manpower, upgraded their digital forensics examination system, as well as enhanced training to develop frontline officers' abilities in carrying out basic forensics examination, and speeding up the handling of cyber and technology crimes.

The overall number of complaints declined last year owing to the COVID-19 outbreak. As the society returned to normalcy from January to March this year, the number of complaints arising from daily policing duties experienced an uptick. These complaints mainly involved traffic enforcement, handling of street disputes and stop-and-search, etc. IPCC will continue to closely monitor the complaints trend, and propose forward-looking and pragmatic SQIIs.

Over the past year, Members and I have emphasised at different forums the importance of complainants' cooperation in the operation of our police complaints system. We have taken a multi-pronged approach to highlight the rights and responsibilities of complainants by hosting regular media briefings, publishing *IPCC Newsletters*, reaching out to various district organisations and holding seminars at a number of schools. The Council is pleased that, as a result of these civic education activities, the number of allegations classified as "Not Pursuable" and "False" has dropped. In 2022/23, the total number of allegations classified as "Not Pursuable" decreased by 26% to 610 from 826 in the preceding year; while allegations classified as "False" dropped by approximately 30% from 62 in 2021/22 to 43 in 2022/23. In the coming year, the Council will further step up its publicity efforts to enhance public trust in the complaints system.

IPCC Observers are indispensable for maintaining an effective police complaints system. They have assisted the Council in the performance of its statutory functions in a fair and impartial manner. On behalf of the Council, I would like to express my gratitude to over one hundred IPCC Observers for attending a total of 1,914 interviews and collection of evidence conducted by CAPO during the reporting period, representing a 98% attendance rate. Their efforts have served to further boost public confidence in the two-tier complaints system.

我亦衷心感謝各委員和秘書處職員克盡厥職，不偏不倚地處理每宗投訴。我同時向榮休委員歐楚筠女士、朱永耀先生、李曉華女士、李家仁醫生、彭韻僖女士、黃至生教授和楊華勇先生致以謝意，他們在任內對監警會的工作不遺餘力，貢獻良多。

I would also like to extend my heartfelt appreciation to all Council Members and Secretariat staff for their unwavering commitment to their duties, and impartial handling of each and every complaint. At the same time, I also express my gratitude to our retired Members — Ms Ann Au Chor-kwan, Mr Alex Chu Wing-yiu, Miss Sylvia Lee Hiu-wah, Dr David Lee Ka-yan, Ms Melissa Kaye Pang, Prof Martin Wong Chi-sang and Mr Johnny Yu Wah-yung — for their dedication and valuable contributions to IPCC during their tenure.



監警會主席(中)在秘書長(左四)陪同下感謝並歡送七名榮休委員。

*Council Chairman (centre), accompanied by Secretary-General (fourth from left), thanked and bid farewell to seven retired Members.*

香港正步入良政善治的新時代，社會各界砥礪前行，警方亦銳意提升服務質素，並且廣納人才。我在今年初檢閱警察學院結業會操時，特別寄語一眾警隊生力軍在打擊罪案時，要以「剛」為本，不畏懼，不徇私，而在日常與市民接觸時，則要「剛中有柔」，善用溝通技巧來化解危機。警隊亦可運用多元溝通渠道，讓警隊與市民，特別是年青人共建互信，協助香港「由治及興」。

Hong Kong is entering a new era of good governance, and all sectors of the community are striving ahead with perseverance. The police are also determined to enhance their service quality and enlist a wider range of talent. When I inspected the Hong Kong Police College's passing-out parade earlier this year, I particularly encouraged new police graduates to be firm, fearless and impartial in combating crime. Yet, when communicating with the public in daily policing, they should be tactful, flexible while remaining firm, and make good use of communication skills to defuse any potential crisis. The police should also make use of multiple communication channels to reinforce mutual trust with the public, especially with our young generation, in order to contribute towards Hong Kong's progress from stability to prosperity.



監警會主席於本年初為香港警察學院結業典禮擔任檢閱官。

*Council Chairman inspected the passing-out parade as Reviewing Officer at the Hong Kong Police College earlier this year.*



在兩層架構投訴機制下，會方定必繼續恪守「以事實為基礎、以證據為依歸」的原則審核投訴個案，並與社會同步發展，提出適時、適切的改善建議，與警方一同帶動改變，提升服務質素，從而加強大眾對投訴制度的信心，穩固互信基礎。會方亦會與各界同心協力，共築更美好的香港。

Under the two-tier complaints system, the Council will continue to adhere to the principle of handling each complaint strictly on the basis of fact and evidence. We will keep pace with societal developments, make timely and practical SQIIs, and drive changes alongside the police force to enhance their service quality. This will promote public confidence in the police complaints system and consolidate the foundation of mutual trust. Last but not least, IPCC will work together with every sector of the community to create a better Hong Kong.

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IPCC Chairman