



傳訊工作
Communications



根據《監警會條例》，會方的其中一項法定職能是「加強公眾對監警會的角色認識」。近年，監警會重點講解會方向警方提出的改善建議，如何有助提升警隊的服務質素，並減少不必要的投訴。會方亦加大力度向公眾闡釋投訴人的權利和責任。

為此，會方持續透過多元化活動及不同渠道，與持份者建立良好關係。報告期內，監警會舉辦和參與超過30項外展活動，接觸逾10,000名市民、師生，以及警方、傳媒和專業團體的代表。

同時，監警會致力加強對外傳訊工作，透過機構刊物、網頁、YouTube頻道、報刊專題文章等，向公眾發布監警會的最新資訊，讓公眾進一步了解會方的工作。

In accordance with the IPCC Ordinance, one of the Council's statutory functions is "to promote public awareness of the role of the Council". In recent years, the IPCC's publicity work has focused on ways the Council's Service Quality Improvement Initiatives help to enhance the service quality of the police force and reduce unnecessary complaints. IPCC has also stepped up its efforts to explain to the community the rights and responsibility of complainants.

To this end, the Council continues to establish good rapport with stakeholders through diverse activities and various channels. During the reporting period, IPCC held and participated in more than 30 outreach activities, engaging over 10,000 members of the public, teachers and students, as well as representatives of the police, media and professional groups.

Meanwhile, IPCC is committed to strengthening its external communication efforts. Through corporate publications, the IPCC's website and YouTube channel, newspaper feature articles and other platforms, the Council disseminates up-to-date information to the community, enabling the public to have a better understanding of the work of IPCC.

與持份者聯繫 Stakeholder Engagement

校園計劃 School Programme

會方自2016年11月展開校園計劃，向本地大專院校、中學和小學的師生介紹監警會的法定職能。

會方設有到校和網上講座，與參與計劃學校通力合作，攜手加深年輕一代對本會工作以及本港兩層架構投訴警察制度的認識。會方代表透過影片、互動遊戲等形式，講解監警會的審核工作如何重重把關，確保投訴結果公平公正。會方更特別解構不同的真實投訴個案，藉此培育學生的多角度思考能力和公民意識，並讓他們清楚認識投訴人的權與責。

監警會在本年度合共完成20場講座，向超過7,500名師生講解監警會的工作。

Launched in November 2016, the IPCC's School Programme aims to introduce the statutory functions of IPCC to teachers and students of local tertiary institutions, secondary and primary schools.

In collaboration with participating schools, talks in both on-site and online formats were offered to deepen the younger generation's understanding of the work of the Council and the two-tier police complaints system in Hong Kong. Through videos and interactive games, IPCC representatives demonstrated how the Council meticulously examines each complaint to ensure a fair and impartial result. Real cases were also covered to cultivate students' thinking from multiple perspectives and raise their civic awareness. This also helped the students to better comprehend complainants' rights and responsibility.

During the reporting period, IPCC gave a total of 20 talks, explaining the IPCC's work to more than 7,500 teachers and students.



與警方交流

Engaging with the police

監警會不僅觀察、監察和覆檢警方處理和調查須匯報投訴的工作，更致力找出警隊工作常規或程序中可能引致投訴的不足之處，適時向警方提出服務質素改善建議。

會方和警隊各部門保持緊密溝通，除了與警方舉辦交流活動外，亦到訪警隊不同單位，了解前線警務人員面對的各種挑戰，並密切跟進警方落實改善建議的進度。

監警會和警方在年內的交流活動如下：

IPCC is empowered to observe, monitor and review the handling and investigation of Reportable Complaints by the police, to identify any deficiency in police practices or procedures that might lead to complaints, and to propose Service Quality Improvement Initiatives to the police in a timely manner.

The Council maintains close communications with various police departments. In addition to organising exchange activities with the force, the Council visited various police units to understand the challenges faced by frontline police officers, and to closely follow up the progress of police's implementation of improvement initiatives.

The engagement activities between IPCC and the police during the year were as follows:



2022年5月11日
11 May 2022

時任運作及程序諮詢委員會主席朱永耀先生及榮休委員黃至生教授應警方邀請，擔任由警隊服務監察部舉辦的「2021年優質服務獎勵計劃」的評審委員，並就各部門呈交的計劃進行評審。該計劃旨在鼓勵警務人員提出建議，持續提升工作表現及成效，以改善警隊的專業水平及服務質素。

Mr Alex Chu Wing-yiu (then Chairman of the Operations Advisory Committee) and retired Member Prof Martin Wong Chi-sang were invited by the police force to join the Judging Panel for the Service Quality Award Scheme 2021, and took part in adjudicating projects submitted by several formations. The awards scheme is organised by the Service Quality Wing of the force, and aims to encourage police officers to submit suggestions for enhancing their performance and effectiveness, in order to improve the professionalism and service quality of the force.





2022年5月30日
30 May 2022

主席王沛詩女士聯同多名委員和秘書處職員前往警察機動部隊(部隊)總部，跟進警方就監警會於2020年發表的專題審視報告內提出的改善建議落實情況。警方向監警會代表團講述部隊於五大範疇採取的跟進行動，包括(一)前線人員的防暴訓練；(二)處理騷亂的指揮和協調工作；(三)在騷亂中向公眾發放訊息；(四)催淚煙的效果；及(五)警方處理騷亂的指引。

An IPCC delegation comprising Council Members and Secretariat staff members, led by Ms Priscilla Wong Pui-sze (Council Chairman), visited the Police Tactical Unit (PTU) Headquarters. The visit was to follow up the police's implementation progress of recommendations made by the IPCC in its Thematic Study Report published in 2020. The police briefed the delegation of follow up actions PTU had taken in five major areas: (1) Riot training for frontline officers; (2) Command and coordination in tackling riots; (3) Dissemination of information to public in riots, (4) Effects of tear gas; and (5) Police guidelines on handling riots.





2022年11月29日
29 November 2022

主席王沛詩女士與各委員和秘書處職員前往西九龍交通行動基地，了解警方如何運用科技協助交通執法，以及減少相關的投訴。一眾委員亦與前線交通警員會面，聆聽他們分享在執勤時所需應對的各種挑戰。

Ms Priscilla Wong Pui-sze (Council Chairman), IPCC Members and Secretariat staff members visited the Traffic Kowloon West Operational Base. During the visit, the delegation learned how the police have been adopting technology to support traffic enforcement and help reduce related complaints. Members also met with frontline traffic police officers to understand the challenges they face while performing their daily duties.





2023年2月11日
11 February 2023

主席王沛詩女士為香港警察學院結業典禮擔任檢閱官。她勉勵26名見習督察及89名學警以「堅志而勇為」的態度，以及「剛柔並濟」的處事方法，迎接未來的挑戰，協助香港「由治及興」。

Ms Priscilla Wong Pui-sze (Council Chairman) inspected the passing-out parade as Reviewing Officer at the Hong Kong Police College. She encouraged the 26 probationary inspectors and 89 recruit police constables to contribute to Hong Kong's progress from stability to prosperity with resolve, courage, tact and tenacity.





2023年3月24日
24 March 2023

主席王沛詩女士連同委員和秘書處代表出席交流午宴，與警方管理層和投訴警察課代表就近年投訴趨勢互相分享意見。隨後，眾委員和秘書處職員參與由警隊服務質素監察部舉辦的運動會，在多個競賽項目中一展身手。

Ms Priscilla Wong Pui-sze (Council Chairman), together with Council Members and representatives of IPCC Secretariat, attended a networking luncheon with the police management and CAPO representatives to exchange views on recent complaint trends. After the luncheon, Members and Secretariat staff took part in the Sports Day hosted by the Police Service Quality Wing, and tried their very best in a series of contests.



與其他團體會面

Liaison with other organisations



2022年5月26日
26 May 2022

監警會接待來自律政司「普通法訓練計劃」的內地法律工作人員。時任法律事務委員會主席林定國資深大律師、監警會副主席兼法律事務委員會委員吳永嘉議員，以及秘書長梅達明先生向代表團介紹香港的兩層投訴警察制度、會方的法定職能和角色，以及會方向警隊提出服務質素改善建議的工作。代表團與會方就投訴制度交換意見，並分享他們的法律和執法經驗。

IPCC received a delegation of Mainland legal officials, who had participated in the Common Law Training Scheme organised by the Department of Justice. Mr Paul Lam Ting-kwok (then Chairman of the Legal Committee), Hon Jimmy Ng Wing-ka (IPCC Vice-Chairman and Member of the Legal Committee), and Mr Daniel Mui (Secretary-General) introduced the two-tier police complaints system in Hong Kong, the statutory functions and role of IPCC, and the Council's efforts in proposing Service Quality Improvement Initiatives to the police. The delegates exchanged views with IPCC on the complaints handling system, and shared their experiences in legal practice and law enforcement.





2022年8月26日、8月31日
及9月26日
26 August, 31 August and 26
September 2022

時任個案審核小組第四組主席歐楚筠女士聯同秘書長梅達明先生出席深水埗區撲滅罪行委員會會議，介紹監警會的角色和法定職能。梅達明先生亦先後出席北區和沙田區撲滅罪行委員會的會議，與出席委員就投訴趨勢、投訴人的權利及責任等議題交流意見。出席委員對會方為維持投訴制度公平公正所作出的不懈努力表示讚賞。

Ms Ann Au Chor-kwan (then Chairman of Case Vetting Sub-group 4), accompanied by Mr Daniel Mui (Secretary-General), attended a meeting with the Sham Shui Po District Fight Crime Committee (DFCC) and introduced the role and statutory functions of IPCC. Mr Daniel Mui also attended Fight Crime Committee meetings of North District and Shatin District, to exchange views with the attending members on the trends in complaints, as well as complainants' rights and responsibility. The DFCC members expressed their appreciation of the Council's unwavering efforts in upholding a fair and impartial complaints system.





2022年12月4日
4 December 2022

監警會獲地區撲滅罪行委員會邀請參與「沙田區滅罪嘉年華」，透過互動攤位遊戲、教育展覽，以及播放《監警最前線》電視劇等輕鬆有趣的活動，加強公眾對監警會工作的認識。活動成功吸引逾1,000名公眾人士參與，反應熱烈。

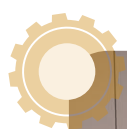
IPCC was invited by the District Fight Crime Committee to set up an interactive game booth and educational exhibition at the Sha Tin District Fight Crime Carnival. The TV drama series, *IPCC Frontline*, was also shown. Through a range of fun-filled activities, members of the public gained a better understanding of the IPCC's work. The event received overwhelming response and attracted over 1,000 participants.



公開會議 Open meetings

報告期內，監警會於2022年6月21日、9月20日、12月29日和2023年3月21日與投訴警察課合共舉行四次聯席會議。投訴警察課在會議上匯報最新投訴數字，亦就公眾關注的事項進行討論，包括有關武力使用的監警會建議、保護及支援易受傷害證人的工作、警隊預防投訴策略，以及數碼警政。

During the reporting period, IPCC held four joint meetings with CAPO — on 21 June, 20 September and 29 December 2022, and 21 March 2023. During the meetings, CAPO reported the latest complaint figures and discussed matters of public concern. Topics discussed included IPCC's recommendations on the use of force, protection and support of vulnerable witnesses, complaints prevention strategies of the force, and digital policing.



傳媒聯繫

Engaging with the media

監警會在2022/23年度舉行四次新聞發布會，與媒體及公眾分享會方的最新工作，並回應傳媒提問。

In 2022/23, IPCC held four news conferences to update the press and the public on the Council's latest work and address media enquiries.



2022年6月21日
21 June 2022

主席王沛詩女士在宣傳及社區關係委員會主席陳錦榮先生和秘書長梅達明先生的陪同下主持傳媒簡布會，概述會方跟進2020年專題審視報告52項建議的落實進度，並發布第二十九期《監警會通訊》。

Ms Priscilla Wong Pui-sze (Council Chairman) accompanied by Mr Clement Chan Kam-wing (Chairman of the Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General) hosted a media briefing to update the follow-up work on implementation of the 52 recommendations proposed by IPCC in its Thematic Study Report of 2020, and to launch the 29th issue of *IPCC Newsletter*.



2022年9月20日
20 September 2022

主席王沛詩女士聯同宣傳及社區關係委員會主席陳錦榮先生和秘書長梅達明先生會見傳媒。陳錦榮先生簡介第三十期《監警會通訊》的封面故事，而梅達明先生則匯報由大型公眾活動衍生的最新投訴數字。

Ms Priscilla Wong Pui-sze (Council Chairman), together with Mr Clement Chan Kam-wing (Chairman of the Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General), hosted a media briefing. Mr Clement Chan briefed the media regarding the cover story of the 30th issue of *IPCC Newsletter*, while Mr Daniel Mui reported on the latest complaints statistics arising from public order events.





2022年12月29日
29 December 2022

主席王沛詩女士在宣傳及社區關係委員會主席陳錦榮先生和秘書長梅達明先生的陪同下發表《2021/22工作報告》，總結會方過去一年的主要投訴數字和工作成果。

Ms Priscilla Wong Pui-size (Council Chairman), accompanied by Mr Clement Chan Kam-wing (Chairman of the Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General), hosted a media briefing to publish the *Report 2021/22*. Key complaints figures and achievements in the reporting period were presented.



2023年3月21日
21 March 2023

主席王沛詩女士聯同宣傳及社區關係委員會主席陳錦榮先生和秘書長梅達明先生在傳媒簡布會上發表第三十一期《監警會通訊》，簡介數宗因處理糾紛和日常執法而衍生的投訴個案、相關個案的統計數字，以及監警會向警方提出的改善建議。

Ms Priscilla Wong Pui-size (Council Chairman), accompanied by Mr Clement Chan Kam-wing (Chairman of the Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General), hosted a media briefing to launch the 31st issue of *IPCC Newsletter*. Several complaint cases arising from handling of disputes and routine law enforcement, along with relevant statistics and improvement initiatives IPCC proposed to the police, were presented.



監警會刊物 IPCC publications

《監警會通訊》 IPCC Newsletters



《監警會2021/22 工作報告》 IPCC Report 2021/22



報刊專題文章 Newspaper feature articles

會方在本地報章刊登專欄文章，讓更多市民了解到監警會的最新工作和動向。

Feature articles were published in local newspaper, allowing a wider public to learn more about the latest work and developments of IPCC.

