

服務承諾 Performance Pledges

監警會重視工作效率和優質表現，訂下一系列的服務承諾：

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

	個案的處理 Handling of cases	表現指標 (標準回應時間) * Performance target (standard response time)*
查詢 Enquiries	致電／親臨 By telephone/in person	即時 Immediately
	書面 In writing	10天內 Within 10 days
監察投訴 Monitoring of complaints	一般個案 Normal cases 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) Minor cases (such as Impoliteness or Neglect of Duty) with no more than one round of Query raised by the IPCC with CAPO	3個月內 Within 3 months
	複雜個案 Complicated cases 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 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	6個月內 Within 6 months
	覆核個案 Review cases 要求覆核須匯報投訴的調查結果分類的個案 Requests for reviewing the classification of Reportable Complaints	6個月內 Within 6 months

* 由接獲投訴警察課最終調查報告／回應的日期起計
Counting from the date of receipt of CAPO's final investigation report/response



本年報以齒輪為設計概念。封面的三個緊扣齒輪互相帶動，象徵監警會秉持獨立、公正、誠信的價值觀（左方齒輪），審核每宗投訴個案，並透過提出改善建議（中央齒輪），與警方一同帶動改變，協助警隊提升服務質素，從而鞏固互信基礎（右方齒輪），加強公眾對本港兩層架構投訴警察制度的信心。

The Annual Report has cogwheels as the design concept, with three interlocking wheels on the cover symbolising the values of independence, impartiality and integrity upheld by the IPCC (left wheel) in examining each complaint case. By proposing Service Quality Improvement Initiatives (central wheel), the IPCC drives changes with the police to enhance their service quality, and lay a solid foundation for mutual trust (right wheel) to strengthen public confidence in Hong Kong's two-tier police complaints system.