

# 監警會 通訊

# IPCC NEWSLETTER



監警會主席寄語畢業警員

「堅志而勇為」、「剛柔並濟」

IPCC Chairman encourages new police graduates to perform their duties with resolve, courage, tact and tenacity



獨立監察警方處理投訴委員會  
Independent Police Complaints Council

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### 監警會主席寄語畢業警員 「堅志而勇為」、「剛柔並濟」

**IPCC Chairman encourages new police graduates to perform their duties with resolve, courage, tact and tenacity**



監警會主席王沛詩女士策勵學員在警務生涯中要「堅志而勇為」，打擊罪案時要以「剛」為本，而在日常執勤與市民溝通時則應剛中有「柔」。  
*IPCC Chairman Ms Priscilla Wong Pui-sze encouraged the new police graduates to remain committed to their aspirations to serve Hong Kong throughout their career; to be firm when fighting crimes; and to be tactful and flexible when communicating with the public in daily policing.*

獨立監察警方處理投訴委員會（監警會）主席王沛詩女士於2023年2月11日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名學警作為警隊的生力軍，攜手共建、維護香港的良好治安與法治環境，為復常及重回世界舞台發揮重要作用。

On 11 February 2023, Ms Priscilla Wong Pui-sze, Chairman of Independent Police Complaints Council (IPCC), 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 work in unison to maintain law and order of the city. As the new blood of the police force, they will play a significant role in restoring normalcy in Hong Kong and helping the city return to the world's centre stage.





監警會主席王沛詩女士致辭時讚揚警隊在2019年黑暴中直面挑戰，盡忠職守，維持社會平穩安寧，保護市民的人身和財產安全。警隊亦在長達三年的抗疫工作中站在最前線，與各政府部門攜手保護市民生命，協助緩解公營醫療系統的壓力，充分體現警隊「忠誠勇毅，心繫社會」的座右銘。根據2022年「世界正義工程」法治指數，香港在「秩序與安全」範疇中，於全球140個國家和地區中排名第六位，實有賴警察學院的專業培訓，以及警隊的不懈努力。

In her speech, IPCC Chairman Ms Priscilla Wong Pui-sze commended the police for showing unwavering commitment to their mission as they rose to the challenges during the riots in 2019, maintained public order and safety, and safeguarded life and property of the citizens. She also lauded the force for serving on the frontlines of anti-pandemic efforts over the past three years, working with various government departments to protect the health of the general public and thus help relieve the pressure on the public healthcare system, living up to the police's motto of "Serving Hong Kong with Honour, Duty and Loyalty". According to the 2022 World Justice Project Rule of Law Index, Hong Kong ranks 6th out of 140 countries and jurisdictions worldwide in terms of "Order and Security". Chairman attributed this achievement to the professional training provided by the Hong Kong Police College, as well as the tireless efforts of the entire force.

她表示，當警察是一份崇高的使命和抱負，也是服務市民、貢獻香港的莊嚴承諾。近年，市民對警隊的工作表現、行為操守等要求有增無減，前線警員執法時充滿挑戰和壓力。她提醒結業學員在未來的警務生涯要「堅志而勇為」，一方面要堅守志向，不忘加入警隊的抱負；同時要勇於作為，做事有擔當、不因循。她策勵學員在打擊罪案時要以「剛」為本，不畏懼，不徇私；與市民溝通時則應剛中有「柔」，善用溝通和變通的技巧緩和激烈場面，讓警隊與市民，特別是年輕人共建互信。



Chairman stated that being a police officer is a noble mission and aspiration. It is also a solemn commitment to serve and contribute to the community. With increasing public expectations of police performance and conduct in recent years, members of the force inevitably face a growing number of challenges and greater pressure. She reminded the graduates to be tenacious, to remain committed to their aspirations to serve Hong Kong. At the same time, they should be forthcoming in taking up responsibilities as members of the force. She also encouraged the graduates to be firm, fearless and impartial in fighting crimes. Yet, when communicating with the public, police should suitably deploy tact and flexibility behind their firm stance. In everyday policing, members of the force should make good use of "communication" and "accommodation" skills to de-escalate confrontational situations, so as to develop mutual trust between the force and the public, especially young people.

作為監警會主席，她強調會方在處理投訴個案時，一直秉持「以事實為基礎，以證據為依歸」、「在陽光下運作」的原則，讓所有人，包括投訴人及被投訴的警務人員均獲得公平的對待。

As IPCC Chairman, she reiterated that IPCC had always upheld the principle of handling each complaint "strictly on the basis of fact and evidence, honestly, without fear or favour". This ensures that all parties – including complainants and police officers being complained against – are treated impartially at all times.

監警會與警隊擁有共同的目標，攜手促進香港執法體制的公平、公正和專業化，並致力提升警隊

IPCC and the police share common goals: promoting the fairness, justice and professionalisation of Hong Kong's law enforcement





監警會主席王沛詩女士、警務處處長蕭澤頤先生、會方14名現任和榮休委員，以及17名秘書處代表共同見證新一批生力軍加入警隊，成為執法者和香港社會的守護者。

*During the passing-out parade, IPCC Chairman Ms Priscilla Wong Pui-sze; Commissioner of Police Mr Siu Chak-ye; 14 current and retired Council Members and 17 representatives of the IPCC Secretariat witnessed a new group of police graduates joining the force and starting their careers as law enforcers and protectors of the Hong Kong community.*

的服務質素。自2009年成為獨立法定機構以來，監警會透過「服務質素改善建議」機制，向警方累積提出超過200項改善建議，並欣見警隊積極跟進，推行不少優化工作，成績斐然。

regime, and striving to improve the service quality of the force. Since becoming an independent statutory body in 2009, IPCC has made over 200 recommendations to the police through its “Service Quality Improvement Initiatives” mechanism. The Council is pleased that the police have proactively responded to these recommendations and have implemented a series of enhancement measures with remarkable results.

王主席引述國家主席習近平出席慶祝香港回歸祖國25周年大會的重要講話，指出未來數年是香港開創新局面、實現新飛躍的關鍵期，機遇與挑戰並存。她寄語畢業學員以「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」。

Chairman quoted President Xi Jinping’s important speech at the celebration of the 25th anniversary of Hong Kong’s return to the motherland. President Xi said “the next five years are a critical stage for Hong Kong in reinventing our future. We should seize the opportunities ahead to help Hong Kong scale new heights.” She encouraged the graduates to contribute to Hong Kong’s progress from stability to prosperity with resolve, courage, tact and tenacity.



在典禮後，王主席與警務處處長和警察學院院長會見一眾見習督察，並鼓勵他們秉承警隊精益求精的精神，在不同工作崗位竭盡全力，令香港繼續成為全球最安全的城市之一。

*After the ceremony, IPCC Chairman, accompanied by Commissioner of Police and Director of Hong Kong Police College, met with a group of probationary inspectors and encouraged them to strive for excellence in various positions of the force, and do their utmost to ensure Hong Kong remains one of the safest cities in the world.*

監警會主席致辭全文  
Speech by  
IPCC Chairman





### 因處理糾紛和日常執法而衍生的投訴個案

### Complaint Cases Arising from Handling Disputes and Daily Law Enforcement



(照片來源:南華早報)  
(Photo Credit: South China Morning Post)

#### 引言

前線警務人員在執行警務工作時，因為工作性質所致，較為容易受到投訴。在市民的糾紛中，衝突雙方劍拔弩張，僵持不下，前線警務人員的介入往往可令事件降溫。但亦有時爭拗雙方充滿對立情緒，不認同或不滿意警務人員的處理手法，主觀地認為警方偏幫另一方而作出投訴。而在交通票控工作中，部分市民或因被罰款而不滿前線警務人員的票控決定，繼而作出投訴。

下文將集中介紹數宗因警方處理糾紛和交通票控執法而衍生的投訴個案，讓大家可以透過個案更加了解前線警務人員執行工作所面對的挑戰。

#### 處理糾紛

在香港，各種糾紛時有發生，感情、家庭、商業、金錢甚至生活習慣不同皆可成為爭執的導火線。不少市民在無法自行處理糾紛時，往往會報警求助，期待警方的介入可以幫助他們爭取公道。由2020/21年度至去年底，監警會合共通過839項警務人員在處理糾紛時衍生的投訴指控，當中超過50%涉及家庭和商業性質的糾紛。

#### Introduction

Due to the nature of their work, frontline police officers are more likely to become targets of complaints when discharging their duties. In some civil dispute cases, police intervention can help calm down conflicting parties in stand-off situations. Yet sometimes, the parties involved in disputes are so hostile towards each other that they disagree with the police intervention and lodge complaints against frontline police officers for allegedly showing favouritism to their rivals. During traffic enforcement, some drivers may feel aggrieved and lodge complaints against the officers who issue them fixed penalty tickets.

The following complaint cases arose from the force's handling of disputes and traffic enforcement, and illustrate some of the challenges faced by frontline police officers.

#### Handling Disputes

In Hong Kong, disputes occur almost daily between people with different objectives and opinions across a range of areas including relationships, family, business, money and living habits. When citizens fail to resolve the disputes among themselves, they sometimes call the police for assistance, hoping that police intervention will get them the justice they want. From 2020/21 to the end of last year, IPCC endorsed a total of 839 complaint allegations against police officers regarding their handling of disputes. Among these allegations, over 50% were related to the handling of family and commercial disputes.

### 家庭糾紛

家庭糾紛涉及夫妻失和、父母與子女爭拗或兄弟姐妹齟齬等情況，警務人員接到市民報案求助會前往現場處理。以下三宗個案正正體現警方在處理家庭糾紛時面對的各種難題。

### Family Disputes

Disputes among family members could be between a couple, siblings or among parents and their children. Police officers will attend the site in response to citizens' calls for assistance. Cases 1 to 3 illustrate the difficulties faced by police when handling disputes among family members.

#### 個案一 Case 1

投訴人報案指在家中與其外籍丈夫發生爭執。警方到場後，曾分別向夫妻了解事件。二人均指被對方毆打。警方根據雙方的說法和他們的表面傷痕，以「普通襲擊」罪拘捕二人。

其後，投訴人指控警方在沒有合理原因下拘捕她，且未能調解她和丈夫的爭執。投訴人表示自己滿心期望警方設法向其丈夫解釋雙方的文化差異，解決二人的紛爭，而非拘捕他們。



(資料圖片 Stock Photo)

A complainant reported a domestic dispute with her foreign husband. Upon arrival, police officers questioned the couple separately. Each spouse accused the other of assault. Based on their statements and the visible injuries, the officers arrested the couple for “Common Assault”.

Subsequently, the complainant alleged that the police arrested her without any justification and had failed to mediate in her dispute with her husband. She expected that, instead of arresting them, police officers could explain the couple's cultural differences to her husband and resolve their conflict.

監警會認為，警務人員到場後分別向投訴人及其丈夫了解事件經過，而他們均指責對方毆打且雙方均有受傷，故此警務人員對二人作出拘捕實屬合理，這是必須採取的行動，以免他們進一步襲擊對方，警務人員的行動屬於「並無過錯」。此個案的投訴人希望警方能排解夫妻之間的感情紛爭，顯然是對警方職責存有不合理的期望及誤解。這亦凸顯了前線警務人員處理這類家庭糾紛的困難，並有較大機會招致投訴。

在2021/22年度因處理糾紛而衍生的投訴數字中，家庭糾紛便佔超過三分之一。

IPCC noticed that the frontline police officers had interviewed the complainant and her husband separately at the scene. Based on each accusing the other party of assault and their injuries, it was necessary for the police officers to arrest the couple. Such action prevented the spouses from assaulting each other further and is of “no fault”. The complaint was lodged due to a misunderstanding of police duties and out of the complainant's unreasonable expectation that police officers would resolve her marital issues. This is a typical case highlighting the difficulties faced by police officers and how easily they may be caught in a complaint when handling family disputes.

In 2021/22, over a third of complaints arising from handling of disputes were related to family disputes.

#### 個案二 Case 2

投訴人的同住母親致電「999」報案，報稱遭投訴人偷去她的金錢。處理案件的警務人員在取得投訴人母親同意後進入單位調查。當投訴人見到警務人員入屋，即情緒激動，表示自己才是單位業主，警務人員未經她同意入屋屬於「濫用職權」。

The mother of the complainant called 999 and accused the complainant of stealing her money. Upon obtaining the consent of the complainant's mother, police officers entered the apartment to conduct inquiries. The complainant became very emotional when she saw the police officers, and accused them of “Unnecessary Use of Authority” for entering the premises without her consent as the property owner.



鑑於投訴人情緒激動，警務人員遂開啟隨身攝錄機記錄事件，並於投訴人面前，再次與投訴人母親確認她同意讓警方進入單位調查。調查後，警務人員認為事件沒有刑事成分，列作「糾紛」處理。

在審核此投訴個案報告時，監警會翻查隨身攝錄機的片段，見到警務人員曾多次耐心向投訴人解釋入屋調查的理據，以及執法人員的權限，奈何投訴人仍然未能冷靜下來，而警務人員在整個處理糾紛的過程中，亦無任何不當之處，故指控最終獲分類為「並無過錯」。



(照片來源:南華早報)

(Photo Credit: South China Morning Post)

Seeing that the complainant was agitated, the officers turned on their Body Worn Video Cameras (BWVCs) to record the incident. In the presence of the complainant, the officers re-confirmed with her mother that the latter did give consent for them to enter the apartment. After inquiries, the officers found no criminal offence and classified the case as "Dispute".

Upon review of the complaint investigation report, IPCC checked the footage produced by the BWVC and found that the officers had repeatedly and patiently explained to the complainant the reason for their entry and that law enforcement officers have the authority to do so. Unfortunately, the complainant did not calm down. The officers followed the

correct procedures in the process of handling the dispute hence the allegation was classified as "No Fault".

在處理家庭糾紛時，警務人員經常需要入屋作詳細調查。一些住戶或許因此感到不滿而作出投訴。另外，不少市民誤以為警務人員在上門調查時，必須取得業主同意才可進入處所。事實上，根據指引，警方只要得到單位用戶同意，便可入內調查。監警會建議警方加強市民對其工作的理解，相信日後可減少類似的誤會和投訴發生。

在案件中，儘管警務人員的調查行動完全合理且必要，但投訴人被她的母親指稱偷去金錢，當然會感到不悅，並容易對警務人員入屋調查產生不滿，繼而投訴。

In handling family disputes, police officers often need to enter premises to conduct inquiries. Some occupants may feel aggrieved and file a complaint. There is a common misconception that police officers must obtain the property owner's consent before entering certain premises. In fact, based on police guidelines, officers may enter a property for inquiries provided they obtain consent from an occupant of that property. IPCC recommends that the police should enhance public understanding of their work to help reduce similar misunderstandings and consequential complaints in future.

In this case, although the police investigation was entirely reasonable and necessary, the complainant might be displeased that her mother accused her of stealing money. This could have fuelled her dissatisfaction with the police officers, resulting in her complaint.

### 個案三 Case 3

投訴人與胞弟商討父母應該和誰同住而發生爭執。投訴人胞弟報警求助。警務人員到場向投訴人及胞弟了解事件後，基於關心長者的福祉，遂詢問兩兄弟的父母屬意跟誰同住，兩老均表示傾向與投訴人胞弟同住，並於警察記事冊簽名確認他們的說法。警務人員遂陪同兩老與投訴人胞弟離開。事後，投訴人指與胞弟的紛爭無任何刑事成分，但警務人員卻無故詢問其父母的意願，屬不當地干涉他的家事。

監警會在審核投訴調查報告後，認為警務人員的處理完全合情合理，並無過錯。首先，警方會對報警求助個案提供協助，當中部分個案經調查後或並不涉及刑事成分。再者，是次糾紛的關鍵在於投訴人父母的福祉，警務人員徵詢

A complainant had a dispute with his younger brother over which of them their parents should live with. The younger brother called the police for help. Upon arrival at the scene, the frontline police officers listened to the brothers' allegations regarding the dispute. Mindful of the well-being of the elderly, the officers asked the parents whom they preferred to live with. They expressed their preference to move in with their younger son and signed in the police notebook to confirm. The officers then left the premises together with the parents and their younger son. The complainant later alleged that, even though there had been no crime, the officers had intervened in his family affairs inappropriately by asking his parents whom they preferred to live with.

After studying the complaint investigation report, IPCC opined that the way the officers handled the dispute was appropriate and reasonable. First, the police are duty-bound to offer help to members of the public upon their requests for assistance. Some of these cases might be found to be free of criminal elements after investigation. Second, the crux of the dispute was the well-being of the complainant's parents.

兩老的意願實屬恰當，因此指控獲列為「並無過錯」。

在此個案中，父母二人最終選擇與投訴人的胞弟而非投訴人同住。這個結果或許與投訴人的期望存有落差，因此導致投訴人不滿警務人員的介入和處理方式，繼而投訴。

It was thus justifiable for the police officers to ask the parents their preference. As a result, the allegation was classified as “No Fault”.

In this case, the parents eventually chose to live with the younger son rather than the complainant. The parents’ decision may not have been in line with the complainant’s expectation, hence he was dissatisfied with and complained against the police intervention and the way the dispute was handled.

### 商業糾紛

除了家庭糾紛，牽涉金錢和各種利益的商業糾紛同樣複雜。以下兩宗個案便反映出警務人員處理商業糾紛面對的挑戰，以及當中的投訴人因何不滿而作出投訴。

### Commercial Disputes

Family disputes aside, commercial disputes are also very complicated as monetary and other interests are involved. The following two cases illustrate the challenges faced by frontline police officers in handling commercial disputes, as well as the reasons why the complainants lodged their complaints out of dissatisfaction.

#### 個案四 Case 4

投訴人向供應商訂購了一批貨物，但到貨後未能如期付款。供應商遂派員到其公司收款，期間買賣雙方發生爭執。投訴人致電「999」求助。警務人員接報到場，投訴人聲稱自己已經與供應商達成共識，協議清還餘下貨款，並獲供應商豁免港幣600元的餘款。由於事件不涉及刑事成分，雙方自行和解，警務人員把事件歸類為「糾紛」後離去。

其後，供應商指稱沒有豁免投訴人的港幣600元餘款，並入稟小額錢債審裁處，向投訴人申索該600元。投訴人遂要求警方提供上述「糾紛」案件的詳情紀錄，以證明他已獲供應商豁免港幣600元的餘款。警方回覆指警察記事冊上沒有任何紀錄指供應商曾經豁免餘款。由於沒有證據支持投訴人的說法，投訴人被頒令向供應商支付餘款。就此，投訴人指控警務人員疏忽職守，未有詳細記錄豁免餘款一事。



(資料圖片 Stock Photo)

The complainant ordered a batch of goods from a vendor, but failed to settle the payment as scheduled. The vendor assigned a staff to collect payment at the complainant’s place. A dispute occurred and the complainant called 999 for help. When police officers arrived at the scene, the complainant claimed he had already reached an agreement with the vendor on settling the remaining balance, and the vendor had agreed to a waiver of HK\$600 from the outstanding amount. As nothing of a criminal nature was involved and both parties agreed to settle the matter themselves, the officer classified the case as “Dispute” and left.

The vendor later filed a claim with the Small Claims Tribunal against the complainant, asserting the HK\$600 was an outstanding amount. The complainant asked the police to provide a detailed record of the “Dispute” to prove that he had been exempted from paying the HK\$600 from the outstanding payment. Based on information available in the police notebook, the police replied that there was no record of any waiver offered by the vendor. As there was no evidence supporting the complainant’s claim, he was ordered to pay the vendor the outstanding amount. Hence, the complainant alleged that the police officer had neglected his duty by failing to record the waiver arrangement in detail.

在商業糾紛中，無論最終是否達成協議，警務人員皆不會干涉雙方的討論過程，亦無法律要求需就雙方的協議內容作出詳細紀錄，市民應自行保留相關證據。處理案件的警務人員已在他的記事冊清晰記錄雙方自行和解，監警會同意警務人員的處理方式「並無過錯」。

In handling a commercial dispute, police officers will not get involved in the negotiation process, regardless of whether an agreement can be reached. Police officers have no legal obligation to record the details of any such agreement between the parties in dispute. It is the responsibility of the disputing parties to retain the relevant evidence themselves. In this case, the police officer clearly recorded in his police notebook that both parties had agreed to settle their dispute voluntarily. IPCC agreed that there was “No Fault” in the way the officer handled the dispute.



在這宗個案中，投訴人期望警察記事冊的紀錄會支持他的說法並在法庭上獲勝。投訴人或許對敗訴感到不滿，繼而投訴處理案件的警務人員。

The complainant expected that the police officer's notebook entry would support his argument and assist him to win the lawsuit. The complaint was probably lodged against the police officer because the complainant felt aggrieved after losing his case.

### 個案五 Case 5

投訴人甲和乙是商業競爭對手，關係一向欠佳，時有糾紛。一天，甲與乙爭吵後，甲報案指乙語出恐嚇。到場的警務人員根據甲及證人（甲的朋友）的供詞，認為事件有恐嚇成分，因此將乙拘捕。其後經深入調查，警方發現證人的證據存有疑點，最終沒有控告乙。

Complainants A and B compete in the same business and were at odds with each other. One day, after having a row with B, A reported to the police that B had uttered intimidating remarks at her. A police officer attended the scene. After listening to the statements made by A and the witness (A's friend), the police officer arrested B believing there had been an act of intimidation. After in-depth investigation, however, the police did not charge B as there were doubts about the witness' statement.

就此，甲乙雙方均不滿警方的處理手法，同時投訴該警務人員。甲認為警務人員應以「刑事恐嚇」罪控告乙，而乙則指控警務人員沒有理據拘捕她。

Neither A nor B was satisfied with the police's handling of the case, and both of them lodged complaints against the police officer in charge. A insisted that the police officer should charge B for the offence of "Criminal Intimidation", whereas B argued that the police officer had arrested her without justifiable grounds.

就乙的指控，監警會認為由於甲及證人均當場指證乙曾出言恐嚇，因此警務人員是在合理懷疑下拘捕乙，決定「並無過錯」。其後，經警務人員深入調查，認為證據不足以達至刑事檢控標準，故未有檢控乙。而甲最後決定撤回投訴。

With regard to B's allegation, IPCC opined that since A and the witness testified on the spot that B had uttered intimidating remarks, the police officer had reasonable suspicion for arresting B. There was "No Fault" for the police officer's decision. A subsequent in-depth investigation by the police indicated there was insufficient evidence to meet the standard of criminal prosecution. Therefore, no charge was laid against B. In the end, A decided to withdraw her complaint.

在雙方對立的情況下，到場處理糾紛的警務人員有機會成為「磨心」，陷入「兩邊不討好」的困局。即使警方秉公處理，並無偏袒任何一方，但仍可能招致糾紛雙方同時投訴，左右為難。

In a case involving confrontation between two parties, the investigating police officers may find themselves in a predicament. Even though the police deal with such cases impartially without favouring either party, they may still be caught in the middle and be subject to complaints from both conflicting parties.

### 日常執法

除了處理各類糾紛，警方每天也需要就不同違規情況執法，而交通執法較常引致投訴。由2020/21年度至去年底，監警會合共通過1,245項與交通相關的投訴指控，當中近35%便是與發出俗稱「牛肉乾」的定額罰款通知書有關。監警會注意到，部分市民不滿被票控而作出投訴。個案六和七是其中兩例：

### Daily Law Enforcement

In addition to handling disputes, the police are also required to deal with a variety of violations. This includes traffic law enforcement which often leads to complaints. From 2020/21 to the end of last year, IPCC endorsed a total of 1,245 traffic-related allegations. Among them, more than 35% stemmed from issuing fixed penalty notices ("tickets"). It has come to IPCC's attention that some members of the public lodge complaints as a result of being ticketed. Cases 6 and 7 are two such cases.

### 個案六 Case 6

警務人員向一輛逾時停泊的車輛發出電子定額罰款通知書。票控期間，警務人員根據程序拍下車輛的相片，記錄逾時泊車的情況，以作證據之用。期間，車主（投訴人）返回現場求情但不果。投訴人其後向投訴警察課作出投訴，指控該名警務人員在拍攝車輛的相片時也拍攝到他，侵犯他的私穩，及後亦對違泊通知書提出爭議，但不成功。



(照片來源：南華早報)

(Photo Credit: South China Morning Post)

A police officer issued an electronic fixed penalty notice to a car driver whose vehicle was parked at a meter indicating the parking fee had expired. In compliance with standard procedures, the police officer took a photo of the car and the parking meter showing the expiration time as evidence. The driver (the complainant) returned to his car at that moment and asked the officer not to ticket him. When the officer declined his request, the driver lodged a complaint against the officer for infringing his privacy by capturing his face whilst taking a photo of his car. The complainant also disputed the ticket but this was unsuccessful.

警務人員運用部門提供的智能手機拍照作為票控理據，完全符合警方指引。監警會在查閱紀錄後，見到警務人員當日合共拍攝兩張相片，分別拍下投訴人的車輛和咪錶，當中並無投訴人的影像，證明警務人員在現場的執法行動合規合理，「並無過錯」。

監警會明白市民或因被票控而感到不悅，部分市民會在事後以不同理由投訴負責執法的警務人員。有些投訴人更會蓄意作出虛假投訴，以下便是其中一個例子。

According to police guidelines, frontline officers may use smartphones provided by the Force to take photos as evidence. Upon reviewing the records, IPCC found that the officer took two photos, one of the complainant's car and one of the parking meter. The complainant's face was not captured in either photo. This proved that the officer's law enforcement action at the scene complied with police guidelines and was justifiable, thus there was "No Fault" in the officer's action.

IPCC understands that members of the public may be displeased by being ticketed, and some may subsequently resort to filing a complaint against the law-enforcing police officers for various reasons. Some complainants even deliberately make false complaints, as illustrated in the following example.

### 個案七 Case 7

投訴人聲稱因汽車故障而把車輛停於街道一旁，並下車檢查及在遠距離觀察，但警務人員對其車輛作出票控。投訴人指稱警務人員沒有聽取他的解釋，並向他謊稱已完成票控程序，但實際上警務人員仍在書寫告票。投訴人後來撤回投訴，並指自己因一時氣憤才作出投訴。

投訴警察課翻查現場閉路電視片段，發現投訴人當日停車後隨即離開現場。在違例泊車將近90分鐘後，投訴人方折返，

但當時警務人員已開始了票控程序。這項證據駁斥了投訴人指停車只為檢查車輛，以及警務人員未有給予任何解釋機會的說辭。基於上述證據，投訴警察課把投訴人的指控列為「虛假不確」。



(照片來源：南華早報)

(Photo Credit: South China Morning Post)

A complainant claimed that he pulled his car over to the side of the road because of engine failure. He said he then got out of his car to inspect at a distance. A police officer approached and issued a ticket. According to the complainant's allegation, the officer refused to listen to his explanation and lied to him by claiming that the ticketing process was completed, when in fact the officer was still filling in the ticket. Soon afterwards, the complainant withdrew his complaint, admitting that he had lodged it out of anger and on impulse.

Upon reviewing CCTV footage taken at the scene, Complaints Against Police Office (CAPO) discovered that the complainant had left the scene immediately after parking his car. He returned after 90 minutes of illegal parking, by which time the officer had already begun the ticketing procedure. This evidence rebutted the complainant's allegation that he was ticketed while checking his car and that the officer refused to give him the opportunity to explain. Based on this evidence, CAPO classified the allegation as "False".



從上述個案可見，投訴人不滿被票控，遷怒執法的警務人員而作出投訴，甚至故意虛構事實誤導警方。雖然投訴人很快便撤回投訴，但監警會仍竭力審視所得證據，對於這類「虛假不確」的個案，警方和監警會定必嚴正處理，杜絕濫用投訴制度的情況。就此個案，警方最終向投訴人發出警告信，以示懲戒。

The above case shows that the complainant filed a complaint out of anger for being ticketed and went to such an extent to fabricate a story to deliberately mislead the police. Even though the complainant withdrew his case soon afterwards, IPCC reviewed the evidence concerned in detail. The police and IPCC take a stern stance against all false complaints to curb any abuse of the complaints system. A warning letter was issued to the complainant regarding this matter.

### 剛柔並濟 化解危機

從以上個案可見，警務人員在執行職務時，不時會因為市民對警務工作的誤解、遷怒或者「兩邊不討好」而遭到投訴。這是執法者不時遇到的挑戰，對警務人員的「剛」「柔」兩面都有要求。前線警務人員執法和打擊罪案時，當然是以「剛」為本，但在日常執勤和處理糾紛時，卻是體現「剛中有柔」的時刻。如監警會主席於勉勵督察和警員時所言，警務人員可以在面對各類人士時靈活運用不同的「軟技巧」，同時可多向市民解說警務工作。



(照片來源：投訴警察課)

(Photo Credit: CAPO)

就提升警務人員處理日常糾紛的能力，並從減少投訴的角度出發，監警會先後提出多項提升服務質素的建議，包括建議警方(一)提醒警務人員處理糾紛時要靈活變通；(二)加強培訓，令警務人員能更專業地處理糾紛，以及(三)提升警務人員的溝通技巧，讓市民更了解他們的工作。

會方樂見警隊積極跟進有關建議，並推出一系列優化措施。例如，新入職的警務人員現時需接受不同模擬情境培訓，學習應對各類糾紛。現職前線人員亦需定期參與進修課程和工作坊，增強溝通技巧和應變能力。

警方更引入新科技，以虛擬實境和360度螢幕的實境訓練模式，讓受訓人員仿如置身執法或衝突現場，訓練人員執法時的心理質素和抗壓能力，持續提升服務質素。

近年，警方亦加大宣傳力度，積極運用社交媒體和其他平台，促進市民對警隊各項工作的了解，務求減少因誤解而產生不必要的投訴。

### Handling Crises with Resolve and Tact

From the above cases, it is clear that police officers discharging their duties may be subject to complaints from time to time due to the public's misunderstanding of police work, displaced anger or being caught between the conflicting parties. This is a challenge facing law enforcement officers, and demands both firmness and flexibility at the same time. The frontline police officers must firmly perform their duties when enforcing the law and fighting crime. However, tact and flexibility amidst firmness are called for in daily policing and dispute handling. As IPCC Chairman encouraged graduate inspectors and police constables, when handling disputes, officers could employ their "soft skills" more often when dealing with members of the community. The police enhance public education on their work too.

To strengthen police officers' skills in handling disputes and to help reduce complaints, IPCC proposed a number of improvement initiatives to enhance the force's service quality, recommending that the police (1) remind police officers to be flexible in handling disputes; (2) enhance training to improve police officers' ability to professionally handle disputes; and (3) strengthen police officers' communication skills so as to enhance public understanding of their work.

IPCC welcomes the police's proactive response to the recommendations and implementation of a series of enhancement measures. Newly recruited police officers are now required to undergo training to deal with various disputes in simulated scenarios, whilst other frontline officers are also required to regularly participate in refresher courses and workshops to enhance their interpersonal communication skills and their capacity to handle difficult situations.

Moreover, the police have introduced new technologies, such as virtual reality and 360-degree screen reality training, so that trainees can experience law enforcement or conflict scenarios as if they were on site. This helps further enhance the officers' psychological preparedness and their ability to handle pressure of officers, thereby improving the police's service quality.

In recent years, the police have also stepped up publicity efforts by making active use of various social media and other platforms to promote public understanding of their duties, so that unnecessary complaints caused by misunderstandings can be reduced.

### 監警會新委員

#### New IPCC Members

行政長官委任陳澤銘先生、許明明女士、林峰教授、阮家興醫生與施榮恆先生為監警會委員，任期由2023年1月1日開始，為期兩年。五名新委員來自社會不同界別，包括法律界、教育界、醫學界和商界。他們具備豐富的專業知識和經驗，有助會方從多角度嚴謹審核投訴個案。

The Chief Executive appointed Mr Chan Chak-ming, Ms Cindi Hui Ming-ming, Professor Lin Feng, Dr Desmond Nguyen Gia-hung and Mr Sze Wing-hang as IPCC Members for a term of two years with effect from 1 January 2023. The five new Members are drawn from a wide spectrum of society, including legal, education, medical and commercial sectors. With a great wealth of professional expertise and experience, they are poised to bring new perspectives to the work of IPCC in scrutinising complaint cases.



**陳澤銘先生**  
**Mr Chan Chak-ming**

很榮幸自2023年1月獲邀參與監警會的工作。我十分認同監警會的使命，確保對警方的投訴能公平公正、有效率、具透明度地處理。我期望借助在其他紀律規管組織擔任執業律師的經驗，協助警方完善投訴程序，並提升服務質素和公眾問責性。本人身為監警會委員，定必緊守「獨立、公正、誠信」的核心價值，履行會方職能。

It is an honour to be invited to participate in the work of IPCC since January 2023. I share IPCC's mission to ensure police complaints are handled in a fair, impartial, effective and transparent manner. With my experience as a legal practitioner in other disciplinary bodies, I hope to be able to assist in improving police complaint procedures and in enhancing service quality and public accountability of the force. In discharging my duties as an IPCC Member, I will always have the core values of "independence, impartiality and integrity" in mind.

**許明明女士**  
**Ms Cindi Hui Ming-ming**

我非常榮幸獲委任為監警會委員。我定當竭力維護監警會的核心價值，確保每宗投訴警察個案也都能得到公平公正的處理，並維持香港警隊的服務質素。

It is a great honour to be appointed as a Member of the IPCC. I am committed and will do my utmost to uphold the core values of IPCC to ensure that every complaint against the police will be handled in a fair and impartial manner and the service quality of the Hong Kong Police Force can be maintained.







**林峰教授**  
**Prof Lin Feng**

我很榮幸加入獨立監察警方處理投訴委員會，希望我的法律專業能力能夠為確保警方處理投訴機制的合法、合理、和合情作出貢獻。

It is a great honour for me to join the Independent Police Complaints Council. I hope that my legal expertise helps ensure a lawful, rational and reasonable police complaints mechanism.

**阮家興醫生**  
**Dr Desmond Nguyen Gia-hung**

被委任進入監警會，我感到光榮和高興。我深信一個公正及有公信力的投訴監察機制，不單止可以保障和尊重各持份者的利益和看法，亦可增加各方的互信以達致共贏。我有信心我在監警會的工作可以讓我體現這一個信念。

I am honoured and delighted to be appointed as an IPCC Member. I firmly believe that a fair and credible complaints management governance mechanism not only safeguards the interests and views of various stakeholders, it also fosters mutual trust on which a win-win situation is founded. I am confident that my work in IPCC could materialise this ideology.



**施榮恆先生，BBS，JP**  
**Mr Ivan Sze Wing-hang, BBS, JP**

我很榮幸獲委任為監警會委員。我定當竭盡所能，盡心發揮監警會的功能，以公平、公正的態度處理投訴個案，協助優化程序，並加強公眾對監警會角色和法定職能的認識，達成提升警隊表現及服務質素。

I am honoured to have been appointed as a Member of IPCC. I will do my best to fully discharge the Council's functions, handle complaint cases in a fair and impartial manner, help optimise procedures and raise public awareness of the role and statutory functions of IPCC, so that the performance and service quality of the police can be further enhanced.

### 最近榮休的委員

#### Recently retired Members

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。

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



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於2022年12月31日完成在監警會的任期。委員會衷心感謝他們過去六年悉力支持監警會的工作，貢獻良多。

七名榮休委員分別來自法律界、銀行界、保險界、醫學界和商界。他們在任期內積極參與各專責委員會和個案審核小組的事務，全力協助監警會履行法定職能。委員會每年平均通過超過1,500宗投訴個案，有賴一眾委員秉持「以事實為基礎，以證據為依歸」的原則，方可確保每宗個案皆能得到公平公正的處理。

會方在此祝願各人事事順利，並期望他們繼續支持監警會的發展。

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 completed their terms of appointment with IPCC on 31 December 2022. The Council expressed its heartfelt gratitude for the unwavering support and invaluable contributions from these retired Members to IPCC over the past six years.

The seven retired Members are professionals from the legal, banking, insurance, medical and commercial sectors. During their tenures with IPCC, they joined various Committees and Case Vetting Sub-groups to fully assist the Council in discharging its statutory functions. By upholding the principle of handling each complaint strictly on the basis of facts and evidence, Members help ensure that an average of over 1,500 complaint cases every year are fairly handled.

The Council wishes the retired Members every success in their future endeavours, and looks forward to their continued support to the development of IPCC.



歐楚筠女士，JP  
*Ms Ann Au Chor-kwan, JP*



朱永耀先生  
*Mr Alex Chu Wing-yiu*



李曉華女士  
*Miss Sylvia Lee Hiu-wah*



李家仁醫生，BBS，MH，JP  
*Dr David Lee Ka-yan, BBS, MH, JP*



彭韻僖女士，BBS，MH，JP  
*Ms Melissa Kaye Pang, BBS, MH, JP*



黃至生教授  
*Prof Martin Wong Chi-sang*



楊華勇先生，JP  
*Mr Johnny Yu Wah-yung, JP*



### 2022年9月至2023年3月的活動

#### Activities from September 2022 to March 2023

# 20

9月 SEP 2022

#### 第三十期《監警會通訊》出版

#### Launch of the 30th issue of IPCC Newsletter

在監警會與投訴警察課的聯席會議上，警方就保護及支援易受傷害證人的措施作簡報。會後，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及梅達明秘書長的陪同下，主持傳媒簡布會。會中，陳錦榮先生簡介第三十期通訊的封面故事，以真實投訴個案闡釋投訴人的權與責。梅達明秘書長則匯報由大型公眾活動衍生的投訴處理進度。



During a Joint Meeting between IPCC and CAPO, the police gave a presentation on measures to protect and support vulnerable witnesses. After the meeting, Ms Priscilla Wong Pui-sze (Council Chairman), accompanied by Mr Clement Chan Kam-wing (Chairman of Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General) hosted a media briefing session. Mr Clement Chan introduced the cover story of the 30th issue of IPCC Newsletter, while Mr Daniel Mui gave an update on the progress in handling complaints arising from public order events.

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9月 SEP 2022



#### 到訪沙田區撲滅罪行委員會

#### Visit to Shatin District Fight Crime Committee

秘書長梅達明先生、副秘書長(行動)劉雅潔女士和副秘書長(管理)胡韻珊女士出席沙田區撲滅罪行委員會會議，介紹監警會的角色和法定職能，並就近年投訴趨勢、投訴人的權責及會方向警隊提出的各項服務質素改善建議等議題，與出席委員交流意見。



During a Shatin District Fight Crime Committee (DFCC) meeting, Mr Daniel Mui (Secretary-General), Ms Regina Lau (Deputy Secretary-General, Operations) and Ms Patricia Woo (Deputy Secretary-General, Management) introduced the role and statutory functions of IPCC. The IPCC delegates also exchanged views with the DFCC members on issues such as complaint trends in recent years, complainants' rights and responsibilities, and various Service Quality Improvement Initiatives the Council proposed to the police.

# 24

10月 OCT 2022

### 秘書長重回母校

### Secretary-General's visit to his alma mater



梅達明秘書長重回母校喇沙書院，在唐煥星校長的陪同下，參觀校舍設施，了解學校的最新發展。秘書長隨後與二百多名師弟和教職員共聚，介紹監警會的角色和法定職能，透過分享投訴統計數字和真實個案，向師生深入淺出地講解監警會的工作、「以證據為依歸」的審核原則，以及投訴人的權與責。

學生在聆聽秘書長的詳盡分享後，認識到監警會在審核投訴個案的過程中，會仔細分析投訴個案的成因和趨勢，從中找出警隊常規和程序中的不足之處，並向警方提出切實可行的服務質素改善建議。隨著建議數字連年遞增，警隊的服務質素不斷提升，投訴數字亦呈下降趨勢。

難得舊地重遊，秘書長與一眾師弟「話當年」，回顧他在喇沙書院的經歷，細說當年上學的種種趣事與難忘點滴。他同時寄語在座學生秉持「喇沙精神」，充分裝備自己，迎接未來挑戰。

Secretary-General Mr Daniel Mui visited his alma mater, La Salle College. Accompanied by the Principal, Mr Tong Wun-sing, the Secretary-General toured the campus and learnt about the school's latest developments. He then met with more than 200 students and teachers to introduce the role and statutory functions of IPCC with illustration of complaint statistics and cases. The audience gained insight into IPCC's work, the "evidence-based approach" adopted in vetting complaint cases, and complainants' rights and responsibilities.

Through the detailed sharing by the Secretary-General, students learnt that, while examining complaint cases, IPCC studies the causes and trends of complaints, identifies areas for improvements in police practices and procedures, and proposes practical Service Quality Improvement Initiatives (SQIIs) to the police. With the continued growth in the number of SQIIs, the service quality of the police is improving, and the number of complaints has been declining.

Revisiting his old school, the Secretary-General took a stroll down memory lane with the students, and shared his experiences and fond memories of studying at La Salle College. He also encouraged the students to uphold the Lasallian spirit and fully equip themselves for future challenges.



# 最新動態

## Recent Activities

2022年10月7日至  
2023年3月16日

7 October 2022 to  
16 March 2023

### 監警會校園計劃 IPCC School Programme



監警會於去年十月至今年三月以網上課堂以及親身到訪的形式，接觸七間學校合共2,000名師生。活動中，秘書處代表透過互動遊戲、個案分享和問答環節，向學生講解監警會的法定職能和審核程序。會方亦在六間中學擺設展板，向全校師生介紹本港的兩層架構投訴警察制度和監警會的監察角色。

From October 2022 to March 2023, IPCC engaged with 2,000 students and teachers from seven schools via webinars and in-person visits. Through interactive games, case sharing and question-and-answer sessions, IPCC representatives explained to students the statutory functions and vetting procedures of the Council. IPCC also reached out to other secondary school students and teachers by setting up exhibition panels in six secondary schools to introduce Hong Kong's two-tier police complaints system and IPCC's monitoring role.

# 15

11月NOV 2022

### 與入境事務處青少年領袖團交流 Engaging with Immigration Department Youth Leaders Corps



梅達明秘書長到訪仁濟醫院靚次伯紀念中學，與入境事務處青少年領袖團的會員交流。在活動上，一眾學生積極發問，對監警會的角色、法定職能和觀察員計劃尤感興趣。學生在活動後明白到投訴乃嚴肅之事，務必認真對待。投訴人在享有投訴權利的同時，必須肩負應有的公民責任。

Secretary-General Mr Daniel Mui paid a visit to Yan Chai Hospital Lan Chi Pat Memorial Secondary School to engage with members of the Immigration Department Youth Leaders Corps. The corps members proactively raised questions about the role, statutory functions and Observers Scheme of IPCC. Through this opportunity, students understood that lodging a complaint is a solemn act which ought to be taken seriously, and a complainant has civil responsibility that comes with the right to make a complaint.



# 29

11月 NOV 2022

### 到訪西九龍交通行動基地

### Visit to Traffic Kowloon West Operational Base

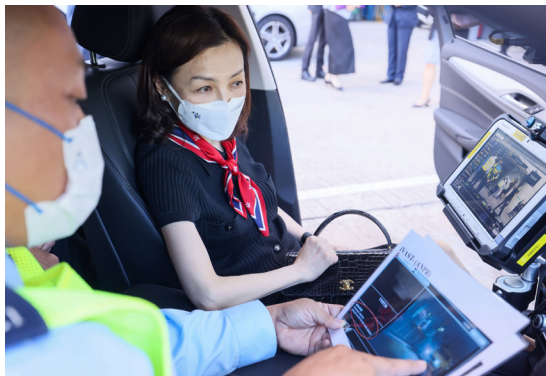


監警會主席王沛詩女士聯同11名委員和13名秘書處職員前往西九龍交通行動基地，了解警方如何運用科技協助交通執法，並減少相關的投訴。

A delegation of 11 Council Members and 13 Secretariat staff members, led by IPCC Chairman Ms Priscilla Wong Pui-sze, visited the Traffic Kowloon West Operational Base to learn how the police have been adopting technologies to support traffic enforcement and help reduce related complaints.

在活動中，交通總部代表向監警會講述警方的科技應用策略如何提高執法的準確性和效率，同時亦有助減少與市民的磨擦。其中，警隊的流動攝錄隊和電子告票系統不僅有效打擊違例泊車，更可降低告票的爭議比率和相關的投訴；而「車內速度及自動車牌識別綜合系統」則可進一步增強警隊打擊交通罪行的能力。

During this event, representatives from the Traffic Branch Headquarters briefed the IPCC delegation on ways the force's strategy on making use of technology help to improve the accuracy and efficiency of enforcement actions, and reduce conflicts with members of the public. For instance, the Mobile Video Team and e-Ticketing have been implemented, to effectively curb illegal parking, lower the rate of ticket disputes and reduce related complaints. The "In Vehicle Average Speed Tracker" further strengthens the force's capability in combating traffic offences.



活動期間，監警會委員獲邀參與示範打擊酒後駕駛的「檢查呼氣測試」，以及針對藥駕和毒駕的「快速口腔液測試」。監警會代表聆聽了前線警務人員分享日常執法工作的苦與樂，三名委員更穿上交通警察制服，親身體驗交通警察每日在戶外工作面臨的各種挑戰。

IPCC Members also took part in demonstrations of the "Pre-screening Breath Test" used by the force to combat drink driving, and the "Rapid Oral Fluid Test" which identifies drivers who are under the influence of drugs. After the sharing session with frontline police officers regarding their difficulties encountered and satisfaction derived while exercising their daily enforcement duties, three IPCC Members put on traffic police uniforms to experience first-hand the challenges officers face on a day-to-day basis while working outdoors.

過去五年，與交通相關的投訴個案數目均佔每年整體投訴數字接近20%，當中逾九成涉及疏忽職守、行為不當、態度欠佳等性質輕微的指控。會方就投訴所得的觀察，合共提出14項涵蓋交通執法和交通意外調查的服務質素改善建議。監警會樂見警方積極跟進相關建議，亦欣悉警隊與時並進，一直運用不同科技，竭力提升執法效能，保障市民的安全。

Over the past five years, traffic-related complaints accounted for nearly 20% of the overall complaint cases per annum. Over 90% of the allegations were minor in nature, such as Neglect of Duty, Misconduct or Impoliteness. In light of the observations of these complaints, the IPCC proposed a total of 14 Service Quality Improvement Initiatives (SQIIs) on traffic-related law enforcement and traffic accident investigation. The Council is pleased to see that the police are taking an active role in following up on these SQIIs, and keeping pace with the times by employing various technologies to enhance the effectiveness of law enforcement and ensure the safety of citizens.



# 最新動態

## Recent Activities

# 4

12月 DEC 2022

### 沙田區滅罪嘉年華

#### Sha Tin District Fight Crime Carnival

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」，透過擺設互動攤位遊戲、教育展板，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和投訴人權責的認識。市民對監警會的攤位反應踴躍，不少參加者更手持會方的「打卡」道具拍照留念，並上載照片至個人社交媒體平台。大會向副秘書長（行動）劉雅潔女士頒發感謝狀，以答謝監警會對活動的支持。嘉年華成功吸引逾1,000名公眾人士參與，並在一片歡樂聲中落幕。

IPCC was invited by the District Fight Crime Committee to set up an interactive game booth and educational exhibition panels at the Sha Tin District Fight Crime Carnival. The TV drama series, *IPCC Frontline*, was also shown. Members of the public enjoyed a range of fun-filled activities, and gained a better understanding of IPCC's work and complainants' rights and responsibilities. The Carnival attracted over 1,000 visitors, who were enthusiastic about IPCC's booth, with many of them also taking photos with the IPCC props and uploading their pictures to various social media platform. A certificate of appreciation was presented to Ms Regina Lau (Deputy Secretary-General, Operations) by the event organiser, as a token of gratitude for IPCC's support to the Carnival.



# 29

12月 DEC 2022



### 監警會發表《2021/22工作報告》

#### IPCC releases its 2021/22 Report

在監警會與投訴警察課的聯席會議後，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梅達明秘書長的陪同下主持傳媒簡佈會，發表監警會成為法定機構以來第13份工作報告。王主席總結會方過去一年的工作成果；梅達明秘書長簡介年度主要投訴數字和趨勢，而陳錦榮先生則闡述《2021/22工作報告》提及的服務質素改善建議例子，彰顯會方與警隊一同「帶動改變」，持續優化警隊的服務，從而鞏固市民對兩層架構投訴制度的信心，「共建互信」的基礎。

After a Joint IPCC/CAPO meeting, Ms Priscilla Wong Pui-sze (Council Chairman), accompanied by Mr Clement Chan Kam-wing (Chairman of Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General) hosted a media briefing on publishing IPCC's 13th Report since becoming a statutory body. Mr Daniel Mui presented the key complaints figures in the reporting period, while Mr Clement Chan elaborated on the SQILs covered in the *2021/22 Report*. These SQILs demonstrate the Council's effort to "drive change" with the force by optimising its service quality, and "build trust together" to strengthen public confidence in the two-tier complaints system.



#### 投訴人的權與責

投訴人的積極配合對調查工作尤為重要。在運用投訴權利時，投訴人亦有義務和責任盡快提供真實、準確及全面的資料，以及有效的聯絡方法，讓兩層架構投訴警察制度得以有效發揮職能，確保投訴個案得到公平公正的處理，還投訴人及被投訴人一個公道。



#### Complainants' rights and responsibilities

Complainants' cooperation is essential for complaint investigations. When exercising their right to lodge complaints, complainants are also obliged to provide correct, accurate and comprehensive information, as well as valid contact information, so that the two-tier police complaints system can effectively facilitate fair and impartial handling of complaint cases, and ensure justice for both complainants and complainers.

# 監警會委員和觀察員

## IPCC Members and Observers

### 新任命的監警會委員 Newly appointed IPCC Members:

- |                     |                                |
|---------------------|--------------------------------|
| 1. 陳澤銘先生            | Mr CHAN Chak-ming              |
| 2. 許明明女士            | Ms Cindi HUI Ming-ming         |
| 3. 林峰教授             | Prof LIN Feng                  |
| 4. 阮家興醫生            | Dr Desmond NGUYEN Gia-hung     |
| 5. 施榮恆先生 · BBS · JP | Mr Ivan SZE Wing-hang, BBS, JP |

(任期由2023年1月1日至2024年12月31日 Appointment period from 1 January 2023 to 31 December 2024)

### 再獲任命的監警會副主席及委員 Re-appointed IPCC Vice-Chairmen and Members:

- |                           |  |
|---------------------------|--|
| 1. 易志明議員 · SBS · JP (副主席) | Hon Frankie YICK Chi-ming, SBS, JP (Vice-Chairman) |
| 2. 陳振英議員 · JP (副主席)       | Hon Ronick CHAN Chun-ying, JP (Vice-Chairman)      |
| 3. 吳永嘉議員 · BBS · JP (副主席) | Hon Jimmy NG Wing-ka, BBS, JP (Vice-Chairman)      |
| 4. 李文斌先生 · MH · JP        | Mr LEE Man-bun, MH, JP                             |
| 5. 羅孔君女士 · BBS · JP       | Ms Jane Curzon LO, BBS, JP                         |
| 6. 陳正欣博士 · MH             | Dr Daniel CHAN Ching-yan, MH                       |
| 7. 陳美寶女士                  | Miss Mabel CHAN Mei-bo                             |
| 8. 余漢坤先生 · MH · JP        | Mr Randy YU Hon-kwan, MH, JP                       |

(任期由2023年1月1日至2024年12月31日 Appointment period from 1 January 2023 to 31 December 2024)

### 任期已屆滿的監警會委員 Retired IPCC Members:

- |                          |                                   |
|--------------------------|-----------------------------------|
| 1. 朱永耀先生                 | Mr Alex CHU Wing-yiu              |
| 2. 彭韻僊女士 · BBS · MH · JP | Ms Melissa Kaye PANG, BBS, MH, JP |
| 3. 歐楚筠女士 · JP            | Ms Ann AU Chor-kwan, JP           |
| 4. 李曉華女士                 | Miss Sylvia LEE Hiu-wah           |
| 5. 李家仁醫生 · BBS · MH · JP | Dr David LEE Ka-yan, BBS, MH, JP  |
| 6. 黃至生教授                 | Prof Martin WONG Chi-sang         |
| 7. 楊華勇先生 · JP            | Mr Johnny YU Wah-yung, JP         |

(任期至2022年12月31日 Appointment ended on 31 December 2022)

### 新任命的監警會觀察員 Newly appointed IPCC Observers:

- |          |                          |
|----------|--------------------------|
| 1. 陳建邦先生 | Mr Edwin CHAN Kin-bong   |
| 2. 梁琬雯女士 | Ms Yvonne LEUNG Yuen-man |
| 3. 連綺華女士 | Ms LIN Yee-wa            |
| 4. 伍毅文先生 | Mr Raymond NG Ngai-man   |
| 5. 徐杰夷先生 | Mr Jackie XU Jieyi       |

(任期由2022年11月1日至2024年10月31日 Appointment period from 1 November 2022 to 31 October 2024)

### 再獲任命的監警會觀察員 Re-appointed IPCC Observers:

- |                          |                                   |
|--------------------------|-----------------------------------|
| 1. 鮑誠業先生                 | Mr BOU Shing-ip                   |
| 2. 陳建強醫生 · SBS · JP      | Dr Eugene CHAN Kin-keung, SBS, JP |
| 3. 陳東岳先生                 | Mr Tony CHAN Tung-ngok            |
| 4. 陳偉泉先生                 | Mr CHAN Wai-chuen                 |
| 5. 陳郁傑教授 · MH · JP       | Prof CHAN Yuk-kit, MH, JP         |
| 6. 鄭明哲先生                 | Mr CHENG Ming-git                 |
| 7. 鄭承隆博士 · MH            | Dr Edwin CHENG Shing-lung, MH     |
| 8. 張華強博士                 | Dr CHEUNG Wah-keung               |
| 9. 錢丞海先生                 | Mr Gordon CHIN Shing-hoi          |
| 10. 蔡永璣先生                | Mr Wilkie CHOI Wing-kee           |
| 11. 簡慧敏女士                | Ms Carmen KAN Wai-mun             |
| 12. 關超坪先生                | Mr KWAN Chiu-ping                 |
| 13. 李世基先生                | Mr LEE Sai-kee                    |
| 14. 羅沛然博士                | Dr LO Pui-yin                     |
| 15. 陸海女士 · BBS · MH · JP | Ms LU Hai, BBS, MH, JP            |
| 16. 吳柏鴻工程師               | Ir NG Pak-hung                    |
| 17. 唐梓恩女士                | Ms TONG Zi-yan                    |
| 18. 曾嘉麗女士                | Ms TSANG Ka-lai                   |
| 19. 吳德龍先生                | Mr Bernard WU Tak-lung            |
| 20. 楊卓姿女士                | Ms Vivian YEUNG Cheuk-chi         |

(任期由2022年11月1日至2024年10月31日 Appointment period from 1 November 2022 to 31 October 2024)

### 任期已屆滿的監警會觀察員 Retired IPCC Observers:

- |                          |                               |
|--------------------------|-------------------------------|
| 1. 林發耿先生 · MH            | Mr LAM Faat-kang, MH          |
| 2. 樓家強先生 · BBS · MH · JP | Mr LAU Ka-keung, BBS, MH, JP  |
| 3. 蕭澤宇先生 · BBS · JP      | Mr Simon SIU Chak-yu, BBS, JP |
| 4. 楊添燦先生                 | Mr Alan YOUNG Tim-tsan        |

(任期於2022年10月31日屆滿 Terms of appointment ended on 31 October 2022)