

**Meeting of the Independent Police Complaints Council (IPCC)
with the Complaints & Internal Investigations Branch (C&IIB) (Open Part)
held at the IPCC Secretariat Office at 1515 hours on Tuesday, 18 March 2025**

Present:

IPCC

Ms Priscilla WONG Pui-sze, SBS, JP (Chairman)
Hon Ronick CHAN Chun-ying, BBS, JP (Vice-chairman)
Hon Jimmy NG Wing-ka, BBS, JP (Vice-chairman)
Hon SHIU Ka-fai, BBS, JP (Vice-chairman)
Dr Daniel CHAN Ching-yan, BBS, MH
Ms Mabel CHAN Mei-bo, JP
Mr CHAN Chak-ming
Prof LIN Feng
Mr Randy YU Hon-kwan, MH, JP
Ms Cindi HUI Ming-ming
Mr Ivan SZE Wing-hang, BBS, JP
Mr Kevin CHAN Wing-tak
Mr Matthew LAM Kin-hong, BBS, MH, JP
Mr Jonathon CHONG Chong-yip, BBS, JP
Mrs Helena PONG TUNG Ching-yee

Police

Mr Derek LUI Kam-ho, DMS
Mr Stephen YU Wai-kit, CSP C&IIB (Temp.)
Ms Ingrid MAK Wing-fun, SCLINPSY CPSS PSG
Mr Rick CHAN Wai-kei, SP HQ CAPO (Joint Secretary)
Mr Lawrence CHAN Yin-mat, SP CAPO HKI
Ms NIEH Dorothy, SP CAPO K
Mr Christie LAM Yiu, SP CAPO NT

Secretariat

Mr Daniel MUI Tat-ming, SG
Ms Regina LAU Ngai-kit, DSG (OPS)
Mr Steve SIN Ving-chung, DSG (MGT) (Atg) (Joint Secretary)
Ms Vivian HO Wei-wun, LA

Absent with apologies:

IPCC

Dr Desmond NGUYEN Gia-hung
Dr Jimmy WONG Chi-ho, SBS, BBS, JP
Dr Stanley YIM Yuk-lun, SBS, BBS, JP

Opening Address

The Chairman welcomed all to the meeting. She took this opportunity to introduce the newly appointed Vice-chairman, Hon SHIU Ka-fai and Members, Mr Jonathon CHONG and Mrs Helena PONG.

2. The Chairman also expressed her appreciation to the outgoing IPCC Vice-chairman, Hon Frankie YICK Chi-ming and the outgoing Members, Mr LEE Man-bun and Ms Jane Curzon LO for their contribution during their tenure.

I. Confirmation of Minutes of the Meeting held on 17 December 2024 (Open Part)

3. The minutes of the last meeting were confirmed without amendment.

II. Presentation on ‘HERO Campaign – Psychological Wellness Initiatives of HKPF’

4. Ms Ingrid MAK introduced to the meeting ‘HERO Campaign – Psychological Wellness Initiatives of HKPF’, which was first launched in 2019 by the Psychological Services Group (PSG) amidst the social unrest. Believing in the importance of self and holistic care, the ‘HERO’ (HEalthy and Resilient Officer) campaign aimed to promote the four elements of i) a healthy body, healthy mind, ii) a resilient mindset, iii) social connection, and iv) the act of meaning-making to help police officers become a ‘True HERO’ when handling the multiple challenges of police work.

5. The campaign adopted a lifestyle medicine approach, which covered a wide range of aspects, including nutrition, sleep management, physical activity, stress management and social connection. Throughout the years, PSG arranged a series of activities under different themes. In 2023-2024, the theme was ‘Team Resilience’. Through promotional activities, workshops, publications and souvenirs, PSG promoted trust, appreciation, communication, and mutual understanding to enhance team resilience amongst police officers. This year, PSG continued the effort with the latest theme of building a healthy police culture.

6. Ms Ingrid MAK also highlighted that a mobile application, ‘PSG App’ was launched in November 2024, which served as a personalized self-help platform accessible by police officers via Force mobiles. The mobile application offered stress and emotional assessment, as well as mental health information. Apart from that, PSG had established the Carelinks Cadre since

2005, with currently 111 members providing peer counselling and support to police officers, fostering a caring culture within the Police.

7. Hon Ronick CHAN appreciated the PSG's campaign in promoting psychological wellness amongst police officers. He commented that some of the English terminology in the presentation materials could have been translated into Chinese for the sake of better understanding by the public. Besides, he put forward a means to evaluate the effectiveness of the campaign on improving psychological wellness by comparing the complaint figures of a certain nature against trained and non-trained officers.

8. Ms Ingrid MAK thanked him for the suggestion and said she would explore it with her team.

9. DMS shared that 'Impoliteness' accounted for a significant portion of the complaints lodged by complainants. For this, the Police had launched different complaint prevention initiatives over the years with regard to the issue of mannerisms. He agreed with the recommendation that it was worth comparing the complaint figures such as 'Impoliteness' for trained officers under the campaign with the non-trained officers. He also supplemented that PSG had an essential role in the Police's large-scale operations by rendering psychological support to frontline officers in operational briefings.

10. Ms Mabel CHAN, Chairman of the Management Committee, noticed that there were 1,281 officers having participated in 30 workshops in 2023-2024. Considering that there were over 27,000 serving police officers, she would like to know the Police's plan for training coverage and its sustainability.

11. CSP C&IIB (Temp.) replied that the training coverage under this campaign depended on the time allowed and resources allocated. PSG would continue the effort to extend the training coverage while, in the meantime, providing immediate support to those with genuine needs. He also supplemented that apart from the PSG's training, there were totally five cycles of training days each year offering different training to all officers including psychological wellness and support, emotional management and communication skills. For example, the most recent training theme in February 2025 was related to understanding the culture of ethnic minorities and communication skills.

12. SP HQ CAPO added that over 20,000 Force mobiles were issued to frontline officers with the mobile application 'PSG App' installed. This helped further disseminating useful information regarding psychological wellness to police officers.

13. Mr CHAN Chak-ming, Chairman of the Legal Committee, recalled that there was a guideline for handling abusive behaviour by members of the public, and asked if the Police could provide more details on it.

14. CSP C&IIB (Temp.) replied that there were guidelines in place for different police units to handle abusive behaviour by the members of the public. Taking ‘999’ operators as an example, a guideline was provided to them on the situation where they could cut the line if the public kept scolding with advice given, so as to allocate more resources to provide service to the ones with genuine need.

15. DMS supplemented that for frontline officers, there was a clear guideline for handling abusive behaviour when dealing with beat incidents, including emotional management, explanation of police authority, use of warnings and activation of body-worn video cameras (BWVC), which was effective in controlling the scene. The BWVC video also served as a piece of independent evidence for complaint investigation.

16. Mr Kevin CHAN shared that sometimes people with a genuine need for psychological support might not be willing to ask for help, making it difficult to identify those in need. He suggested building in a data analysis function in the ‘PSG App’ to identify those police officers requiring psychological support and service.

17. Dr Daniel CHAN, Chairman of the Publicity and Community Relations Committee, raised a concern about the labelling effect of the officers having an undesirable outcome in the post-workshop analysis, which might discourage these officers with a genuine need from seeking further support.

18. Ms Ingrid MAK appreciated the comments. She reaffirmed that the analysis was conducted with the consent of the participating officers and that their personal data was removed. The comments from participating officers were positive, and they felt safe to take part in the analysis.

19. The Chairman appreciated the Police’s effort to improve officers’ psychological wellness, which was as important as physical health. She believed that promoting such awareness would take time, and the Police would continue to work on this.

III. Matters for Information

(a) CAPO's Monthly Statistics

20. CSP C&IIB (Temp.) reported that 405 allegations of Reportable Complaints (RCs) were received in the first two months of 2025, representing an increase of 114 allegations (+39%) when compared with 291 allegations in the same period of 2024. In terms of allegations, those of minor nature (e.g. Neglect of Duty, Misconduct / Impoliteness and Offensive Language) consistently accounted for nearly 95% out of all allegations over the past three years. It was also worth highlighting that the number of serious allegations recorded a trend of decrease. The breakdown of the allegations was detailed in Annex-Table 1. CSP C&IIB (Temp.) further reported that no serious allegation was classified as 'Substantiated / Not Fully Substantiated' between January and February 2025.

(b) CAPO's Criminal and Disciplinary Checklist

21. CSP C&IIB (Temp.) reported that relevant information had been provided to Members for their reference prior to the meeting. No question was raised under this item.

IV. Any Other Business

22. There being no other business, the meeting concluded at 1615 hours.

(Rick CHAN)
Joint Secretary
Complaints and Internal
Investigations Branch

(Steve SIN)
Joint Secretary
Independent Police
Complaints Council

Table 1 - Detailed Breakdown of Allegations in Reportable Complaints

Year (January-February)		2025 (2025 vs 2024)	2024	2023
Minor	Neglect of Duty	230 (+35%)	170	185
	Misconduct/Impoliteness	158 (+63%)	97	163
	Offensive Language	5 (-)	5	11
Sub-total		393 (+44%)	272	359
Serious	Assault	10 (-9%)	11	15
	Threat	0 (-100%)	2	5
	Unnecessary Use of Authority	2 (-60%)	5	6
	Fabrication of Evidence	0 (-100%)	1	0
Sub-total		12 (-37%)	19	26
Total (All Allegations)		405 (+39%)	291	385