

監警會內部培訓工作坊 促進團隊溝通 提升審核能力

IPCC Internal Training Workshop Promoting Team Communication and Complaints Handling Capability



監警會舉辦內部培訓工作坊，促進員工溝通並提升處理投訴的能力。

The IPCC held an internal training workshop to enhance staff communication and their ability to handle complaints.

監警會積極與外界持份者保持聯繫，亦非常重視內部溝通和協作。2022年8月5日，監警會秘書處以現場和視像會議雙軌並行方式，舉辦為期一天的內部培訓工作坊，內容涵蓋投訴個案的分類、審核程序和服務質素改善建議，以及各個行政部門的工作分享，藉以提升審核團隊處理投訴的能力，並加強部門之間的了解與合作。投訴警察課的代表亦應邀出席工作坊，就監警會提出的改善建議如何有效減少投訴並提升警隊服務質素，和與會者交流意見。

活動上，秘書處的審核團隊闡述如何嚴謹處理不同性質的投訴個案和經司法程序解決的指控，並講解委員會向投訴警察課提出的各類質詢。審核團隊亦分享委員會如何透過宏觀角度研究投訴趨勢，從而找出警隊服務可改善的地方，以適時向警方作出切實可行的

In addition to maintaining active engagement with external stakeholders, the IPCC attaches great importance to internal communication and collaboration. On 5 August 2022, the IPCC Secretariat held a one-day internal training workshop via a physical meeting and a simultaneous webinar, aiming to strengthen the vetting team's ability to handle complaints, and enhance inter-departmental understanding and cooperation. Topics covered during the workshop included classifications of complaints, vetting procedures and the Service Quality Improvement Initiatives (SQIIs), as well as experience sharing by each administrative department. Representatives of the Complaints Against Police Office (CAPO) were also invited to exchange views with the participants on how the SQIIs proposed by the Council effectively helped reduce complaints and enhance the service quality of the force.

During the event, the Secretariat vetting team elaborated on ways the IPCC handles complaints of different natures and allegations that are judicially resolved in a stringent manner, and explained different types of Queries the Council raised with CAPO. The vetting team also shared how the Council has studied the complaint trends from a macro perspective with a view to identifying areas for improvement in the police service, making timely and practical recommendations to the police, and following up the progress of



投訴警察課的代表應邀出席工作坊，介紹該課接收和調查投訴的流程。

During the workshop, CAPO representatives were invited to introduce the procedures for receiving and investigating complaints.

建議，並透過現行機制跟進警隊落實改善措施的進度。隨後，投訴警察課的代表向監警會介紹該課接收和調查投訴的流程、將個案歸類時的考慮因素，以及該課人員與投訴人和被投訴人在調查和溝通時所遇到的挑戰，讓秘書處能夠更深入地了解投訴警察課的運作。

監警會的工作環環相扣，部門間必須通力合作才能有效履行會方的法定職能。出席者均表示，這次交流能讓他們日後在處理審核和日常工作時更加得心應手。

在工作坊的尾聲，梅達明秘書長感謝投訴警察課的代表到場分享，並勉勵秘書處團隊繼續努力：「無論機構或個人都要持續提升自我，方可與時並進，力臻至善。希望大家透過今次的培訓活動，能夠增進彼此交流，並對監警會的角色和職能有更深入的認識。」

投訴警察課暫定於九月下旬舉辦交流活動。屆時，監警會委員和秘書處代表將會在活動上介紹會方的監察程序和審核工作，與投訴警察課人員交流，聆聽他們的意見，增進相互了解。



梅達明秘書長（右）勉勵秘書處團隊持續提升自我，繼續努力在各個崗位做好工作，力臻至善。

Secretary-General Mr Daniel Mui (right) encouraged the Secretariat to make continuous improvements and strive for perfection by doing their utmost at work as always.

the police in implementing improvement measures through the existing mechanism. The IPCC was then briefed by CAPO representatives on the procedures for receiving and investigating complaints, factors to consider when categorising a complaint, and the challenges arising from investigation and communication between CAPO officers, complainants and complainees. The training session enabled the Secretariat to gain a better understanding of the operations of CAPO.

Given the nature of its work, strong inter-departmental cooperation is vital for the IPCC to fulfil its statutory functions effectively. Many attendees remarked that such exchange could help them carry out their work in case vetting and many other tasks in future.

In concluding the workshop, Secretary-General Mr Daniel Mui thanked CAPO representatives for their participation, while encouraging the Secretariat to keep up with their efforts. "As an institution or as an individual, it is crucial to pursue continuous enhancement with a view to moving with the times and striving for perfection. Through this training, I hope everyone can enhance communication with one another and gain better insight into the roles and functions of the IPCC," said Mr Mui.

Meanwhile, CAPO plans to organise a sharing activity in late September, during which IPCC Members and representatives of the Secretariat will introduce the Council's monitoring procedures and vetting work, exchange ideas with CAPO officers and listen to their opinions in order to foster mutual understanding.