

### 向廣大市民宣傳投訴權責

### Enhancing public understanding of complainants' rights and responsibilities



在兩層架構投訴制度下，市民有權利就警方服務提出投訴，同時有責任盡快提供真實、準確及全面的資料，以及有效的聯絡方法，確保投訴個案得到公平處理。為了加深公眾對整個投訴制度的認識，會方積極落區，同時善用媒體，通過不同層面與市民接觸，重點宣傳投訴人的權利與責任。

#### 積極落區接觸市民

會方不時走訪各區撲滅罪行委員會和青年發展及公民教育委員會，向地區人士介紹監警會的職能，並透過參與委員會於不同地區舉行的嘉年華會，向大眾宣揚公民意識。嘉年華會吸引不少家長攜同子女參與攤位遊戲，並由會方職員現場講解監警會的工作。會方通過累積與市民面對面交流的經驗，整合公眾對兩層投訴制度的認知，以至最感興趣的地方，從而調整未來宣傳方針。

When exercising their rights to lodge complaints against police services under the two-tier complaints system, members of the public also have the obligations to provide true, accurate and comprehensive information as well as valid means of contact as soon as practicable to facilitate fair handling of complaints. To enhance public understanding of the complaints system, the Council strengthened its ties with the community and made good use of media to engage with the public through various channels to promulgate complainants' rights and responsibilities.

#### Active Community Engagement with the Public

The IPCC visited various District Fight Crime Committees and District Youth Development and Civic Education Committees to introduce its statutory functions to members of local communities and participated in the carnivals organised by the committees in different districts to raise civic awareness among the public. Many parents and children were enthusiastic about the game booths set up by the Council at the carnivals. On-site staff members also explained the Council's work to the general public. The experiences gained from in-person engagement with members of the public have enabled the IPCC to have a comprehensive understanding of public awareness regarding the two-tier complaints system and identify areas that resonate most with the public. This understanding will serve as a reference for shaping the Council's future publicity strategy.

監警會在不同活動中，親身了解市民大眾對會方工作以至現行投訴機制的看法。

Through a range of activities, the IPCC has gained first-hand insight into the public's views on its work and the current complaints mechanism.

“ 我一直以為只有警方處理投訴；原來監警會會負責審核投訴個案，做到多一重的「把關」。

I've always thought complaints were only handled by the police. In fact, the IPCC is responsible for vetting complaint cases for an extra level of gatekeeping.

市民心聲  
Public opinion

“ 在香港，各行各業都有投訴……自己試過被人投訴，也試過投訴其他人，所以明白投訴機制必須公平公正，投訴人亦有權有責。

Complaints are filed across different sectors in Hong Kong...I've personally received complaints and filed complaints against the others, so I understand that the complaints mechanism must ensure fair and impartial handling of complaint cases, while complainants should also understand their rights and responsibilities.

市民心聲  
Public opinion

## 善用媒體加強宣傳

監警會定期與投訴警察課舉行聯席會議，並主動邀請傳媒出席，透過他們向公眾發布監警會信息，提高透明度同時增加市民大眾對會方工作的認識。

## Comprehensive Media and Publicity Outreach

The IPCC hosts regular Joint Meetings with Complaints Against Police Office. The media are invited to share the latest information about the IPCC with the public, with a view to promoting transparency and deepening public understanding of its work.



監警會  
全新宣傳短片  
New IPCC  
Promotional  
Videos

為擴大宣傳界面，會方製作以真實個案為藍本的電視劇《監警最前線》，向公眾展示兩層架構投訴警察制的運作，以及監警會委員、觀察員及秘書處的日常工作。另於電台接受訪問，並在報章刊登文章，介紹會方的工作和最新動向。此外，監警會推出兩條全新宣傳短片，讓公眾深入了解會方的「服務質素改善建議」機制及投訴人的權利與責任。

To step up its publicity efforts, the IPCC produced a TV drama series titled *IPCC Frontline*. Adapted from real complaint cases, the drama series illustrates the operation of the two-tier police complaints system and offers the audience a glimpse of the daily work of IPCC Members, Observers and the Secretariat. The IPCC also attended radio interviews and published special features in newspapers to enhance public understanding of its work and keep the public informed of the Council's recent developments. In addition, two new promotional videos were released to deepen the public's understanding of the SQIL mechanism and complainants' rights and responsibilities.