

Press Release

**IPCC observes the newly enhanced detention facilities
in Mong Kok Police Station and learns about the daily work and
challenges faced by Emergency Unit Kowloon West**

(HONG KONG – 18 March 2025) An Independent Police Complaints Council (IPCC) delegation of Council Members and Secretariat staff, led by IPCC Chairman Ms Priscilla WONG Pui-sze, SBS, JP, went to Mong Kok Police Station to observe the newly enhanced installations and facilities in the Special Temporary Holding Area. The delegation also met with frontline officers of the Emergency Unit Kowloon West (EUKW) to learn about their frontline law enforcement duties, daily equipment, as well as the difficulties and challenges they face while on duty.

The Emergency Unit is often deployed to the forefront to provide immediate support across various policing areas and handle emergencies, including providing support for mass arrests. The Emergency Unit has to deal with a variety of situations on the frontline from time to time and frequently interacts with the public in carrying out their duties, which may give rise to complaints. In light of this, IPCC Members met with EUKW officers to learn about their duties, the command structure of EUKW, the equipment they use to assist in law enforcement, and the various challenges they face in frontline operations. Frontline police officers also shared with Members their first-hand experiences in dealing with emergencies, such as

conducting stop-and-search on suspicious individuals and vehicles in busy areas. This enables Members to better understand the Emergency Unit's tactics, coordination and contingency measures in case of an emergency, and the Emergency Unit officers' unwavering commitment to protecting the safety and property of the public.

IPCC proposes Service Quality Improvement Initiatives (SQIIs) to the police from time to time. The Complaints Against Police Office arranged for IPCC Members to visit Mong Kok Police Station to let Members see the progress of the implementation of the SQII regarding the procedures and guidelines after members of the public are brought into police stations, including how the newly enhanced facilities and installations in the Special Temporary Holding Area would ensure that detainees are properly guarded.

IPCC Chairman Ms Priscilla WONG said, "What we heard from the sharing by EUKW officers today will assist Members and I in examining complaints in future as we gain a better understanding of the considerations frontline police officers would take into account when they enforce the law in real-life situations, along with the difficulties and challenges they encounter. IPCC always upholds the principle of handling each complaint 'strictly on the basis of fact and evidence, honestly, without fear or favour' to do justice to both complainants and complainees. The Council also put forward a series of SQIIs to the police force to help enhance their services."

Over the years, IPCC has proposed over 240 SQIIs on areas for improvements in police practice or procedures, and has been to different police units to follow up on the implementation and effectiveness of the SQIIs. The goal is to assist the police in enhancing their service quality and reducing unnecessary complaints.

With Photos:





Ms Priscilla WONG Pui-sze (IPCC Chairman) and Council Members, accompanied by Mr Derek LUI Kam-ho (Director of Management Services) and other police representatives, observing the newly enhanced detention facilities and learning about the daily work and challenges faced by EUKW.

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