

Press Release

IPCC releases its 2024/25 Report

(HONG KONG — 9 December 2025) The Independent Police Complaints Council (IPCC) today held a press briefing to release its 2024/25 Report.

The cover design of the 2024/25 Report draws inspiration from the winning entry in the junior secondary category of the “Annual Report Cover Design Competition”, organised for the first time by the IPCC for all secondary schools in Hong Kong. Ms Priscilla WONG Pui-sze, SBS, JP, Chairman of the IPCC, said, “The winning student’s design features the words ‘Independence’, ‘Impartiality’ and ‘Integrity’ reflected in an eye motif, clearly conveying the IPCC’s core values. The radiance from the eye underscores the Council’s adherence to examining each complaint strictly on the basis of fact and evidence, honestly, without fear or favour.”

The IPCC has continued to impartially examine complaint cases over the past year, ensuring justice for both complainants and complainees. During the reporting period, the IPCC received investigation reports from the Complaints Against Police Office (CAPO) on 1,783 new Reportable Complaint cases, representing a year-on-year increase of 10.3%. During the same period, the IPCC endorsed 1,790 Reportable Complaint cases, representing a year-on-year increase of 9.7%.

The endorsed Reportable Complaint cases involved a total of 2,530 allegations, representing a year-on-year increase of 9.1%. 93.4% of these allegations were minor in nature, involving “Neglect of Duty” (1,249 allegations, 49.4% of the total)

and “Misconduct/Improper Manner/Offensive Language” (1,114 allegations, 44.0%).
(Please refer to the Annex for more statistics.)

In addition to examining complaint cases, the IPCC continues to identify areas for improvement in police practices and procedures to make proposals of Service Quality Improvement Initiatives (SQIIs) and comments to enhance police services and reduce unnecessary complaints. During the reporting period, the Council put forward a total of 19 SQIIs and comments to the police. Since 2009, the IPCC has raised more than 260 SQIIs and comments. At the press briefing, Secretary-General Mr Daniel MUI introduced some of the SQIIs during the reporting period, including recommendations to the police on enhancing the photo-taking procedures for traffic tickets, enhancing the implementation of verification procedures before destroying any “unclaimed property”, improving the procedures of returning exhibits to persons in custody and standardising the fixed-line telephone voice message system at police stations.

Furthermore, the IPCC has been in close contact with stakeholders through various channels. Dr Daniel CHAN Ching-yan, BBS, MH, Chairman of the Publicity and Community Relations Committee of the IPCC, said, “The Council participated in over 40 activities during the reporting period, reaching more than 11,000 citizens, teachers, students, as well as representatives of the police, media and professional bodies, with an aim to introducing the work and role of the IPCC and highlighting how the SQIIs proposed by the IPCC could help enhance police service quality.”

Ms WONG concluded, “The IPCC has noted that the number of allegations classified as ‘Not Pursuable’ increased to 942 during the reporting period, accounting for 37% of all allegations. In most of these cases, complainants failed to assist in CAPO’s investigation after filing their complaints, rendering the complaint cases not pursuable and wasting public resources. In light of this, the IPCC has continued to discharge its statutory functions during the reporting period while emphasising to the public that lodging a complaint is a solemn act. Complainants, in exercising their right to complain, also have a responsibility to cooperate with the CAPO’s investigation to ensure an impartial complaints system.”

The IPCC 2024/25 Report is available on the IPCC website:

https://www.ipcc.gov.hk/en/publications/annual_report/2024.html

獨立監察警方處理投訴委員會 2024/25 工作報告
Report of the Independent Police Complaints Council 2024/25

數字摘要 Fact Sheet

接獲及通過的須匯報投訴個案數字
Number of Reportable Complaint cases received and endorsed

<u>p.40</u>	2024/25	2023/24
接獲的須匯報投訴個案 Reportable Complaint cases received	1,783	1,617
通過的須匯報投訴個案 Reportable Complaint cases endorsed	1,790	1,631

監警會通過的指控
Allegations endorsed by the IPCC

<u>p.41</u>	2024/25	2023/24
指控總數 Total number of allegations	2,530	2,318

首三類指控
Top three allegations

<u>p.41</u>	2024/25	2023/24
疏忽職守 Neglect of Duty	1,249	1,106
行為不當／態度欠佳／粗言穢語 Misconduct/Improper Manner/ Offensive Language	1,114	1,051
毆打 Assault	106	90

監警會通過的調查結果
Investigation results endorsed by the IPCC

<i>p.43</i>	2024/25	2023/24
經全面調查 Required full investigation		
獲證明屬實 Substantiated	38	36
未經舉報但證明屬實 Substantiated Other Than Reported	30	27
無法完全證明屬實 Not Fully Substantiated	0	1
無法證實 Unsubstantiated	139	121
並無過錯 No Fault	87	114
虛假不確 False	15	17
小計 Subtotal	309	316
無需進行全面調查 Did not require full investigation		
透過簡便方式解決 Informally Resolved	234	331
投訴撤回 Withdrawn	1,045	925
無法追查 Not Pursuable	942	746
小計 Subtotal	2,221	2,002
總數 Total	2,530	2,318

警方就監警會通過的投訴個案向違規警務人員採取的跟進行動
Police actions taken against defaulting officers regarding cases endorsed by the IPCC

<i>p.46</i>	2024/25	2023/24
刑事訴訟 Criminal proceedings	0	0
紀律覆檢 Disciplinary review	4	4
警告 Warnings	25	22
訓諭 Advice	40	53
總數 Total	68*	79

*警方於 2024/25 年度向一名警務人員作出「警告」和「訓諭」。

* The police issued a “Warning” and an “Advice” to a police officer in 2024/25.

監警會向投訴警察課提出的質詢
Queries raised by the IPCC to CAPO

<u>p.48</u>	2024/25	2023/24
質詢總數 Total number of Queries	884	717

就改善警隊常規和程序提出的建議〔服務質素改善建議（改善建議）和意見〕

Recommended improvements to police practices and procedures
[Service Quality Improvement Initiatives (SQIIs) and comments]

<u>p.48</u>	2024/25	2023/24
改善建議和意見總數 Total number of SQIIs and comments	19	20

監警會通過的經修訂分類結果

Changes of classification endorsed by the IPCC

<u>p.50</u>	2024/25	2023/24
指控總數 Total number of allegations	74	82
再分類為「獲證明屬實」 Reclassified to “Substantiated”	14	13
再分類為「並無過錯」 Reclassified to “No Fault”	4	23
再分類為「虛假不確」 Reclassified to “False”	10	12

觀察總數及觀察員出席比率

Total number of observation and Observers' attendance rate

<u>p.52</u>	2024/25	2023/24
觀察總數 Total number of observation	1,730	1,751
出席比率 Attendance rate	98.1%	98.1%

須知會投訴數字

Number of Notifiable Complaints

<u>p.54</u>	2024/25	2023/24
經監警會檢視的須知會投訴 Notifiable Complaints examined by the IPCC	1,944	1,331
重新歸類為須匯報投訴 Re-categorised as Reportable Complaint	0	7

###