



獨立監察警方處理投訴委員會
Independent Police Complaints Council





目錄 Contents

| | | |
|----|---|--|
| 2 | 賀辭 Congratulatory Messages | |
| 6 | 主席前言 Chairman's Foreword | 30 |
| 14 | 監警會的抱負、使命及價值觀 Vision, Mission and Values of the IPCC | 40 |
| 16 | 監警會里程碑 IPCC Milestones | 48 |
| 24 | 組織架構 Organisational Structure | 58 |
| | | 積極監察 優化警務 Proactive Oversight and Police Service Enhancement |
| | | 警務交流 強化職能 Enhancing Functions through Collaboration with the Police |
| | | 連繫各界 共建互信 Fostering Synergy through Mutual Trust |
| | | 現任及歷任委員 List of Current and Former Council Members |

賀辭

Congratulatory
Messages

15th



行政長官賀辭

Message from the Chief Executive

欣逢獨立監察警方處理投訴委員會（監警會）踏入成立十五周年的里程，我謹此致賀。

監警會自二零零九年成為法定機構以來，一直秉持「以事實為基礎，以證據為依歸，在陽光下運作」的原則，嚴謹地覆核由投訴警察課提交的詳細調查報告。在監察個案方面，我十分感謝監警會全體成員致力發揮所長，就各自的專業範疇提供寶貴意見，同時堅守最高的公正及誠信標準。監警會按照各宗個案的情況，向警方提出建議，保障相關調查獨立而全面，充分彰顯出對卓越服務質素的追求。

近年，監警會落實精簡工作流程，從而提升整體投訴處理效率，令投訴制度的運作更加順暢。我亦樂見監警會積極推行更多教育及宣傳活動，加深公眾對監警會職能的認識。

監警會十五年來堅持不懈，切實履行重要的使命，殊堪讚許。政府會繼續全力支持監警會的工作，朝着我們的共同願景前進，確保投訴警察制度公平、公正，具透明度且對公眾負責。

香港特別行政區
行政長官李家超



I am very pleased to congratulate the Independent Police Complaints Council (IPCC) on this milestone occasion of its 15th anniversary.

Since its establishment as a statutory body in 2009, the IPCC has been rigorously reviewing the detailed investigation reports submitted by the Complaints Against Police Office “strictly on the basis of fact and evidence, honestly, without fear or favour”. In monitoring cases, I sincerely thank all IPCC Members for providing valuable insights based on their respective areas of expertise, and their commitment to upholding the highest standards of impartiality and integrity. The IPCC offers case-specific advice to the Police to ensure full and independent investigations, demonstrating its spirit in pursuing excellence in service quality.

In recent years, the IPCC has streamlined its workflow, enhancing the overall efficiency of complaint handling and promoting smoother operation of the complaints system. I am also delighted to note that the IPCC has actively stepped up education and publicity work to strengthen public understanding of its functions.

I commend the IPCC for its efforts and meaningful contributions over the past 15 years. The Government will continue to render full support to the work of the IPCC in line with our collective vision for a fair and impartial police complaints system that is transparent and accountable to the public.

(John KC LEE)
Chief Executive

Hong Kong Special Administrative Region



政務司司長賀辭

Message from the Chief Secretary for Administration

十五年來，獨立監察警方處理投訴委員會（監警會）一直秉持獨立、公正、誠信的核心價值，在監察警方處理投訴的工作及促進警民互信，作出卓越貢獻。

監警會以獨立、客觀的態度，觀察及覆檢有關投訴警察個案，並按需要向警方提出建議，協助警隊優化工作程序。多年來，監警會致力完善處理個案流程，透過嚴謹的調查機制與專業的審核程序處理每宗個案，確保所有個案均能以公平、透明的方式處理，協助警方維持高質量服務。我衷心感謝監警會的工作。

展望未來，我相信監警會將繼續發揮關鍵作用，為香港的法治與安定作出更大貢獻。祝願監警會在新的征程中再創佳績。

香港特別行政區
政務司司長陳國基

For the past 15 years, the Independent Police Complaints Council (IPCC) has upheld the core values of independence, impartiality and integrity, making outstanding contributions in monitoring how police complaints are handled and fostering trust between the police and the public.

The IPCC adopts an independent and unbiased approach to observing and reviewing police complaints, and provides recommendations to the police as needed to help improve its work procedures. Over the years, the IPCC has refined its case handling process, developing a rigorous investigative mechanism and professional review procedures to ensure all cases are handled fairly and transparently, thereby assisting the police in maintaining its high standards of service. For that, and much more, I am grateful.

Looking ahead, I am confident that the IPCC will continue to play a vital role in contributing to the rule of law and the stability and harmony of Hong Kong. I wish the IPCC continued success in its new endeavours.

(CHAN Kwok-ki)
Chief Secretary for Administration
Hong Kong Special Administrative Region



保安局局長賀辭

Message from the Secretary for Security

獨立監察警方處理投訴委員會（監警會）自2009年成為法定機構，至今十五周年，我向監警會致以最誠摯的祝賀。

監警會作為法定獨立監察機構，一直以來以高度專業精神履行法定職能，秉持高效原則，一方面嚴謹審核調查報告，確保個案得到妥善處理；另一方面在有需要時提出具建設性的建議，助力警隊優化服務，保持高度透明度。監警會在促進警隊專業發展、構建警民互信等方面貢獻卓著，有目共睹。

我衷心感謝所有現任及曾服務監警會的成員、觀察員和秘書處成員一直盡心盡力服務香港。保安局將一如既往支持監警會履行其工作，共同推動警務工作與時俱進，為香港的繁榮穩定作出重要貢獻。

香港特別行政區
保安局局長鄧炳強

I extend my most sincere congratulations to the Independent Police Complaints Council (IPCC) on its 15th anniversary since its establishment in 2009 as a statutory body.

As an independent statutory body, the IPCC has consistently discharged its statutory duties with utmost professionalism, adhering strictly to the principle of efficiency. On one hand, it rigorously examines investigation reports to ensure cases are properly handled; on the other, it provides constructive recommendations as necessary to assist the Police in improving their services and maintaining a high degree of transparency. The remarkable contributions of the IPCC in promoting the professional development of the Police, and fostering trust between the Police and the public are plain for all to see.

I thank all present and past Members, Observers and Secretariat staff of the IPCC, who have unwaveringly served Hong Kong with full dedication. The Security Bureau will continue to support the work of the IPCC. Together we will promote police work to keep pace with the times and make important contributions to the prosperity and stability of Hong Kong.

(TANG Ping-keung)
Secretary for Security
Hong Kong Special Administrative Region

主席前言

Chairman's Foreword

15th



王沛詩女士，SBS，JP
Ms Priscilla WONG Pui-sze, SBS, JP

我很榮幸與大家一同慶祝獨立監察警方處理投訴委員會(監警會)成為法定機構15周年。

監警會的歷史可追溯至1977年，當時香港政府成立「行政立法兩局非官守議員警方投訴事宜常務小組」(常務小組)，負責監察警方處理投訴的工作。1986年，「投訴警方事宜監察委員會」接替常務小組，並於1994年改稱為「警監會」。隨着《獨立監察警方處理投訴委員會條例》(《監警會條例》)於2008年通過，監警會於2009年正式成為法定機構。

I am honoured to celebrate the 15th anniversary of the Independent Police Complaints Council (IPCC) becoming a statutory body.

The Council's origins date back to 1977, when the Hong Kong Government formed the Unofficial Members of the Executive and Legislative Councils (UMELCO) Police Group to monitor the handling of complaints against the police. In 1986, this group was taken over by the Police Complaints Committee, which was renamed the IPCC (警監會) in 1994. The IPCC became a statutory body in 2009, following the passing of the Independent Police Complaints Council Ordinance (IPCCO) in 2008.

香港自1970年代迅速發展，當時人口約450萬，如今已突破750萬。警員人數亦由約15,000人擴展至現時接近27,000人。社會同步經歷顯著進步。當1972年首條海底隧道通車，香港只有兩條行車隧道，時至今天已有22條，當中包括三條過海隧道，而目前整個公共道路網絡已長達約2,242公里。科技不斷進步，並廣泛應用於警務工作和市民日常生活之中。例如現時市民可電子報案；警方以電子方式發出交通告票；前線警務人員也配備隨身攝錄機。與此同時，手提電話、電腦、電子錢包等科技產品也變得不可或缺。網絡罪案現已超越街頭罪案，成為最常見的罪案類型。隨着社會和警隊常規的演變，引致投訴警務人員的事由亦有所轉變。

《監警會條例》第8(1)(a)條賦予監警會觀察、監察和覆檢警方對須匯報投訴的處理和調查的權力。監警會的職責是確保所有投訴調查結果皆建基於證據、法律和相關警察規定。自2021年就任主席以來，我一直十分重視「以事實為基礎、以證據為依歸、在陽光下運作」的原則，審核每宗投訴個案。

為有效履行《監警會條例》第8(1)(a)條的職能，監警會需充分了解警方在不同範疇的工作和程序。因此，我和監警會委員曾到訪多個警隊單位，包括警察機動部隊、

Hong Kong has developed in a fast pace since the 1970s. The population has increased from about 4.5 million to over 7.5 million today. The police force has also expanded from roughly 15,000 officers to nearly 27,000. Society has also undergone significant modernisation. When the Cross Harbour Tunnel opened in 1972, Hong Kong had only two tunnels. Now there are 22 tunnels with three crossing the harbour, and a road network spanning about 2,242 kilometres. Technology has advanced, becoming common to police work and our everyday life. For instance, police reports are now filed online, traffic tickets are digitalised, and frontline officers are equipped with body-worn video cameras. Meanwhile, mobile phones, computers, and e-wallets have become almost indispensable. Cybercrime has now overtaken street crime as the most prevalent crime. As society and policing practices changed, scenarios leading to complaints against the police also changed.

Section 8(1)(a) of the IPCCO empowers the Council to observe, monitor, and review the handling and investigation of Reportable Complaints (RCs) by the police. The IPCC's duty is to ensure that all findings in complaint investigations are grounded in evidence, the law, and relevant police regulations. Since assuming chairmanship in 2021, I have emphasised the importance of examining each complaint strictly on the basis of fact and evidence, honestly, without fear or favour.

To discharge the function under section 8(1)(a) effectively, the IPCC should have a good understanding of police operations and procedures across different areas. We have visited various police units to deepen

到訪警察機動部隊
Visiting the Police
Tactical Unit



到訪水警總區總部
Visiting the Marine
Police Regional
Headquarters



西九龍交通行動基地、新界北衝鋒隊、水警總區總部等，藉以加深認識前線警務工作，以及警務人員在執勤時所面對的各種挑戰和如何應對這些挑戰。鑑於網絡及電話騙案日益猖獗，對廣大市民構成威脅，我們專程到訪反詐騙協調中心和反詐騙聯合情報中心，了解警方如何打擊這類騙案。

our understanding of frontline operations and the challenges officers face at work and how they tackle them. We went to the Police Tactical Unit, Traffic Kowloon West Operational Base, Emergency Unit New Territories North, Marine Police Regional Headquarters, etc. Given the rise in online scams and telephone frauds, posing risks to every citizen, we also visited the Anti-Deception Coordination Centre and the Anti-Deception Alliance to learn how the police combat these crimes.



到訪反詐騙協調中心和
反詐騙聯合情報中心

Visiting the Anti-Deception
Coordination Centre and the
Anti-Deception Alliance



於萬聖節當晚前往蘭桂坊一帶視察人群管理行動

Observing crowd control operation at Lan Kwai Fong on Halloween night

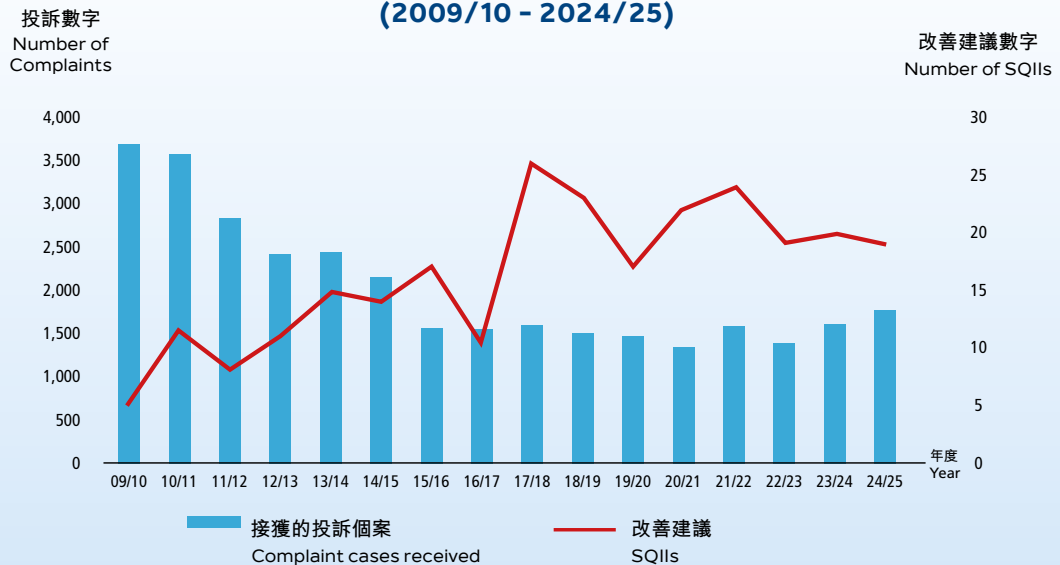
自防疫措施放寬後，城中大型盛事接踵而來。在2024年萬聖節晚上，我與委員親赴蘭桂坊一帶，穿上節日裝束融入人群之中，從公眾角度觀察警方如何管理人流及保障市民安全。當晚，指揮官及其團隊向我們講解警方如何透過「人流估算系統」實時追蹤人流數目及流向，從而適時作出行動決策。

根據《監警會條例》第8(1)(c)條，監警會的職能是在警隊採納的常規或程序中，找出已經或可能會引致須匯報投訴的缺失或不足之處，並就該等常規或程序作出建議。自2021年起，監警會更為着重履行這項職能，重點在於改善警隊服務，從而減少不必要的投訴。監警會把向警隊提出的建議正式命名為「服務質素改善建議」（改善建議），並與投訴警察課建立機制，監察改善建議的落實情況。根據機制，我們定期到訪相關警隊單位，了解改善建議的落實進度，並聽取前線人員的意見。每項改善建議旨在減少與建議相關的投訴個案，我們亦會根據相關投訴個案數量有否下降來評估此改善建議的成效。

Following the easing of pandemic restrictions, the city has seen the return of mega events. On Halloween night 2024, Members and I dressed in festive attire and joined the crowds in Lan Kwai Fong to observe, from the public's perspective, how the police managed crowd flow and ensured public safety. That evening, the Commander and his colleagues briefed us on the Crowd Estimation System, which tracks real-time crowd size and movement for the police to make timely operational decisions.

Pursuant to section 8(1)(c) of the IPCCO, the IPCC has to identify any fault or deficiency in any practice or procedure adopted by the police force that has led to or might lead to RCs, and to make recommendations to the police in respect of such practice or procedure. Since 2021, we have placed emphasis on the discharge of this function with a focus on improving police services and in turn reducing unnecessary complaints. We named our improvement suggestions to the police Service Quality Improvement Initiatives (SQIIs). In collaboration with Complaints Against Police Office (CAPO), the IPCC has established a mechanism to monitor the implementation of SQIIs. This includes our visits to units where SQIIs have been adopted to keep abreast of the progress of their implementation and to listen to feedback from frontline officers. The effectiveness of each SQII is evaluated against the decline in the number of complaints that the SQII aims to reduce.

投訴及改善建議數字 Numbers of Complaints and SQlls (2009/10 - 2024/25)



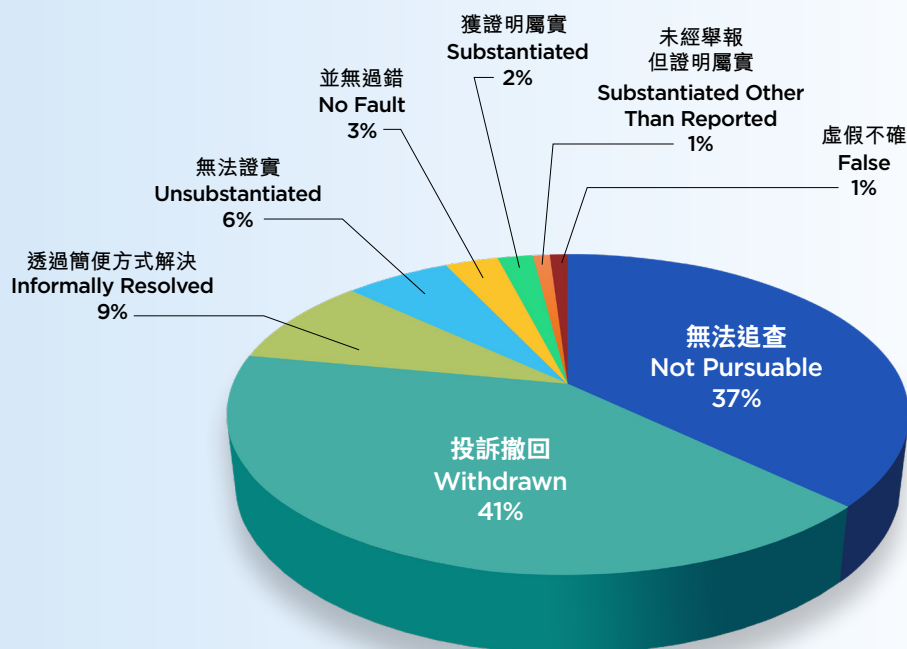
每年的改善建議數字由2009/10年度的五項，增至近年約20項。建議涵蓋範疇廣泛，包括改善警務程序、加強警務人員培訓和提升警隊設備。隨着改善建議數字上升，須匯報投訴數字亦從2009/10年度近3,700宗，下跌至近年每年平均約1,800宗。

在過往數年，近90%的投訴指控屬性質輕微。就此，監警會和投訴警察課精簡了處理輕微投訴的「透過簡便方式解決」機制，使在機制下處理的每宗個案平均時間縮短超過20%，而騰出的資源可投放於處理需要深入調查的投訴。同時，我們致力提升審核投訴的整體效率，將審核每宗個案的平均時間由2020/21年度約160日，縮短至2024/25年度少於80日。

The annual number of SQlls has risen from around five in 2009/10 to approximately 20 in recent years. These initiatives span a wide range of improvements, including procedural enhancements, strengthened officer training, and equipment upgrades. As the number of SQlls increased, the number of RCs declined from nearly 3,700 in 2009/10 to an annual average of around 1,800 lately.

In the past few years, nearly 90% of allegations were minor in nature. In response, the IPCC and CAPO streamlined the Informal Resolution (IR) mechanism for handling minor complaints, reducing IR average processing time by over 20%. This enables more resources to be allocated to the handling of complaints that require in-depth investigations. We also improved our overall efficiency in examining complaints, reducing average vetting time for each case from about 160 days in 2020/21 to under 80 days in 2024/25.

2024/25年度監警會通過的調查結果分類 Classification of Investigation Results Endorsed by the IPCC in 2024/25



當投訴警察課無法聯絡投訴人或不能確定被投訴的警務人員身分，指控會被分類為「無法追查」；而當投訴人決定不再追究有關投訴，指控則會被分類為「投訴撤回」。在2024/25年度，分別有37%和41%的須匯報投訴指控被分類為「無法追查」和「投訴撤回」，合共佔須匯報投訴指控總數的78%。自2015年起，分類為「無法追查」的指控數字持續偏高，每年平均佔逾30%。儘管分類為「投訴撤回」的須匯報投訴指控比率在2015/16至2022/23年度均維持在30%以下，但在2023/24年度則攀升至40%，今年更高達41%。處理被分類為「無法追查」和「投訴撤回」的須匯報投訴指控，往往耗費大量資源，卻無法取得任何實質結果。

Allegations are classified as “Not Pursuable” (NP) when complainants can no longer be reached by CAPO or the identity of the officer in the complaint cannot be ascertained, and as Withdrawn (WD) when complainants decide not to pursue their complaints. In 2024/25, 37% of RC allegations were classified as NP and 41% as WD, together accounting for 78% of all RC allegations. The figures for allegations classified as NP have remained high since 2015, averaging over 30% annually. Although the percentage of RC allegations classified as WD stayed under 30% annually between 2015/16 and 2022/23, it climbed to 40% in 2023/24 and further to 41% this year. Handling these NP and WD cases consumes considerable resources without yielding any meaningful outcomes.

投訴乃嚴肅之事，而涉及警務人員行為或執行警務的投訴個案更應審慎處理。在大部分「無法追查」的個案中，投訴人作出投訴後不協助投訴警察課的調查，部分投訴人甚至拒絕按《監警會條例》規定妥為表露身分。此舉十分不負責任。投訴人應配合投訴警察課的工作，提供完整、真實和準確的投訴資料，這是投訴人在行使投訴權利時須負的基本責任。我曾在不同場合重申此項公民責任。監警會亦加強宣傳工作，向公眾闡釋投訴人的權利與責任。

監警會取得的各項成果，實有賴歷屆主席、曾服務監警會與現任的委員、觀察員及秘書處同心協力。我謹此衷心感謝他們對監警會工作的付出和貢獻。我們定當堅定不移，恪守監警會「獨立、公正、誠信」的核心價值，竭力履行職能，繼續維護公平公正和行之有效的香港兩層架構投訴警察制度。

Lodging a complaint is a solemn act, particularly when it pertains to a police officer's conduct or execution of duty. In most of the NP cases, the complainants did not assist in CAPO's investigation after filing their complaints, and some of them even refused to properly identify themselves as required under the IPCCO. It is especially irresponsible of them to do so. A complainant should cooperate with CAPO and ought to provide complete, true and accurate details regarding his complaint. This is the basic responsibility of a complainant that comes with the right to make a complaint. I have stressed on many occasions this civic obligation. The IPCC has stepped up its publicity efforts to explain this to the community as well.

The IPCC's continued success is the result of the collective efforts of our former Chairmen, past and present Members, Observers, and Secretariat staff, to whom I wish to express my heartfelt thanks for their dedication and contribution to the IPCC's work. We remain committed to the IPCC's core values of independence, impartiality and integrity in fulfilling our duty and shall continue to do our best to uphold a fair, impartial, and effective two-tier police complaints system in Hong Kong.

監警會的抱負、 使命及價值觀

Vision, Mission and Values of the IPCC





抱負 Vision

一個公平、公正、對公眾問責的投訴警察制度

A fair and impartial police complaints system accountable to the public



使命 Mission

確保對警方的投訴能公平公正、有效率、具透明度地處理，並對警隊工作提供改善建議，以提高服務質素及向公眾問責

Ensure police complaints are handled in a fair, impartial, effective and transparent manner, and advise on improvement to police procedures to enhance service quality and public accountability



價值觀 Values

| **獨立 Independence**

| **公正 Impartiality**

| **誠信 Integrity**

監警會里程碑

IPCC Milestones

15th

獨立監察警方處理投訴委員會(警監會)的歷史可追溯至1977年，當時由「行政立法兩局非官守議員警方投訴事宜常務小組」(常務小組)，作為獨立於警方的機構，負責監察投訴警察課的調查工作，並逐步發展成為兩層架構投訴警察制度的雛型。1986年，香港政府成立「投訴警方事宜監察委員會」，接替常務小組，並於1994年改稱為「投訴警方獨立監察委員會」(警監會)，進一步彰顯其公正監察的職責。

警監會發展歷程中的重要里程碑之一是2008年7月，立法會通過《獨立監察警方處理投訴委員會條例》(《警監會條例》)，該條例於2009年6月1日正式生效。根據《警監會條例》，警監會成為法定機構，並改稱為「獨立監察警方處理投訴委員會」。《警監會條例》為警監會履行職能提供法律基礎，同時提升公眾對兩層架構投訴警察制度的信心。

自警監會成為法定機構以來，一直積極履行監察職能，並與持份者及社會大眾保持緊密聯繫，致力提升公眾對其工作的認識。

The Independent Police Complaints Council (IPCC) traces its origins back to 1977, when the Police Group under the Unofficial Members of the Executive and Legislative Councils (UMELCO) was established. Acting as an independent oversight body, the UMELCO Police Group monitored the investigation work of the Complaints Against Police Office (CAPO), laying the foundation for the two-tier police complaints system. In 1986, the Hong Kong Government set up the Police Complaints Committee (PCC) to take over the UMELCO Police Group. The PCC was renamed the IPCC (警監會) in 1994, reinforcing its commitment to impartial oversight.

A defining milestone came in July 2008, when the Legislative Council passed the Independent Police Complaints Council Ordinance (IPCCO), which came into effect on 1 June 2009. Under the IPCCO, the IPCC was officially established as a statutory body, with its Chinese name revised to underscore its monitoring role. The IPCCO strengthened the Council's legal framework and enhanced public confidence in the two-tier police complaints system.

Since its statutory inception, the IPCC has steadfastly fulfilled its monitoring functions and actively engaged with stakeholders and the community to enhance public understanding of its work.

2009-2014 | 奠基啓航

Laying the Foundation for Progress

2009

監警會正式成為法定機構，由翟紹唐資深大律師，SBS，JP擔任主席。設立三個專責委員會，包括「嚴重投訴個案委員會」、「管理委員會」和「宣傳及意見調查委員會」（2021年易名為「宣傳及社區關係委員會」），處理不同範疇的工作。



The IPCC became a statutory body, with Mr Jat Sew-tong, SBS, SC, JP appointed as IPCC Chairman. Established three Committees: the Serious Complaints Committee, the Management Committee, and the Publicity and Survey Committee (renamed Publicity and Community Relations Committee since 2021), to handle different areas of work.

2012



與香港電台合作攝製《監警有道》八集電視節目，讓大眾認識監警會角色及職能。

Jointly produced an eight-episode TV drama, *IPCC Files* with Radio Television Hong Kong (RTHK) to promote the IPCC's roles and functions to the public.

觀看影片

Video available



出版首期《監警會通訊》，介紹香港兩層架構投訴警察制度及監警會的法定職能。

Published the first issue of the *IPCC Newsletter*, introducing Hong Kong's two-tier police complaints system and the Council's statutory functions.

閱讀《監警會通訊》

IPCC Newsletter available



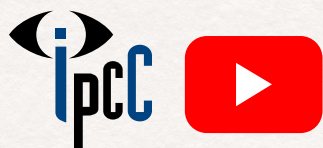
因應時任國務院副總理李克強先生訪港期間而衍生的16宗須匯報投訴個案發表審查報告。

Released a report reviewing 16 Reportable Complaint cases arising from the then Vice Premier Mr Li Keqiang's visit to Hong Kong.

2010

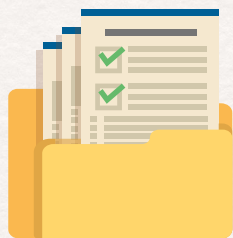
2012

2013



開設監警會YouTube頻道，介紹監警會的工作。會方近年透過YouTube頻道直播與警隊的聯席會議公開部分，讓公眾了解與處理投訴相關的最新工作及數字。

Launched the IPCC YouTube channel to introduce the Council's work. Began livestreaming the open part of the Joint Meetings with the police via the YouTube channel in recent years, keeping the public informed of the latest work and statistics of complaints handling.



成立「運作及程序諮詢委員會」，就投訴個案審核、警務程序及跟進改善建議提供意見。

Established the Operations Advisory Committee to advise on complaints handling, police procedures and follow-up on improvement recommendations.

2014

2014

舉辦《監警有道》研討會，探討投訴警察制度的發展及完善投訴處理機制之方向。



Organised the IPCC Symposium "The Police Complaints System in Hong Kong: Where Are We Heading?" to explore the development of the police complaints system and improve the complaints handling mechanism.



郭琳廣先生，SBS，JP接任監警會主席。

Mr Larry Kwok Lam-kwong, SBS, JP assumed the role of IPCC Chairman.

審核佔領事件期間所接獲的172宗須匯報投訴個案。監警會委員親赴金鐘現場觀察警方清場行動的執法情況。

Examined 172 Reportable Complaint cases arising from the Occupy Movement. IPCC Members conducted on-site observation of the police clearance operation in Admiralty.



2015-2020 | 砥礪前行

Striving Ahead

2015



觀看影片

Video available

再次聯同香港電台製作八集的單元劇《監警有道》，透過改編真實個案，介紹監警會審核投訴個案的工作。

Collaborated again with RTHK to produce another eight-episode drama series, *IPCC Files*, based on real cases illustrating the Council's work in examination of complaint cases.

2017



成立「法律事務委員會」，就個案審核及相關法律事宜提供專業意見。

Established the Legal Committee to offer views on legal matters arising from the examination of complaint cases and related issues.



首次舉辦觀察員研討會，促進觀察員之間的經驗交流。

Organised the first Observers seminar to promote the exchange of experiences among Observers.

推行「校園計劃」，向中、小學及大專院校學生介紹監警會的監察職能及講解投訴人的權利和責任。

Launched the School Programme for students in tertiary institutions, secondary and primary schools to introduce the IPCC's monitoring function and to explain the rights and responsibilities of complainants.



2016

2018

梁定邦博士，QC，SC，JP接任
監警會主席。

Dr Anthony Francis Neoh,
QC, SC, JP assumed the role
of IPCC Chairman.



2019



舉辦「建立互信 迎向未來」研討會，匯
集專才探討監警機構的發展方向及交流
經驗。

Held the IPCC Symposium "*Building Confidence and Trust – Role of IPCC in the Evolving Future*" to foster dialogue among professionals on the development of police oversight institutions.

舉辦「監警少青同樂日」，透過
展覽、互動攤位遊戲及體驗活
動，加深青少年對監警會工作和
兩層架構投訴警察制度的認識。

Organised the *IPCC Youth Day*, featuring an exhibition, interactive games and experiential activities to deepen youth understanding of the IPCC's work and the two-tier police complaints system.



首次接待參與「普通法訓練計劃」的內地學
員，並就投訴制度、法律框架及執法經驗交換
意見。

Received Mainland officials participating
in the Common Law Training Scheme for
the first time, and exchanged views on
complaints systems, legal frameworks,
and law enforcement experiences.



發表「關於2019年6月起《逃犯條例》修訂草案引發的大型公
眾活動及相關的警方行動」的專題審視報告。

與四個警察職方協會會面，向警方講解監警會的觀察及52項改
善建議，並聽取前線警務人員的意見。

Released *A Thematic Study by the IPCC on the Public Order Events arising from the Fugitive Offenders Bill since June 2019 and the Police Actions in Response*.

Met with four Police Staff Associations to share
the IPCC's observations and 52 improvement
recommendations and to listen to views from frontline
police officers.

2018

2020

2021-2025 | 繼往開來

Following the Past and Heralding the Future

2021



王沛詩女士，SBS，JP接任監警會主席。

Ms Priscilla Wong Pui-sze, SBS, JP assumed the role of IPCC Chairman.

製作四集電視劇《監警最前線》，介紹監警會審核投訴個案的工作及向警方提出的改善建議，並講解投訴人的權利與責任，以及作出虛假投訴的後果。

Produced a four-episode TV drama series *IPCC Frontline*, highlighting the Council's complaints vetting process and its improvement recommendations made to the police, as well as explaining the rights and responsibilities of complainants and the consequences of lodging false complaints.

觀看影片
Video available



監警會更為着重向警隊提出改善建議，並把這些建議正式命名為「服務質素改善建議」。

The IPCC placed emphasis on making recommendations to the police and named these recommendations Service Quality Improvement Initiatives (SQIIs).



參與由保安局統籌的抗疫行動，前往深水埗區派發防疫物資。

Participated in a community anti-pandemic campaign coordinated by the Security Bureau, distributing anti-pandemic supplies to residents in Sham Shui Po District.

主席率領委員及秘書處職員出席由威爾斯親王醫院舉辦的防疫講座，了解醫護人員在新冠疫情下所面對的挑戰。

Council Chairman led Members and Secretariat staff in attending a pandemic briefing hosted by Prince of Wales Hospital to understand the challenges faced by healthcare professionals during the pandemic.



2021

2022

2022

聯同投訴警察課檢討及精簡「透過簡便方式解決」的流程，以提升處理性質輕微指控的效率。

Collaborated with CAPO to review and streamline the process of “Informal Resolution” to enhance the efficiency of handling allegations of minor nature.



2024



製作宣傳短片，介紹監警會就改善警隊常規和程序向警方提出的「服務質素改善建議」，以減少不必要的投訴。

Produced a promotional video to demonstrate how the SQILs proposed by the IPCC can enhance police practices and procedures and reduce unnecessary complaints.

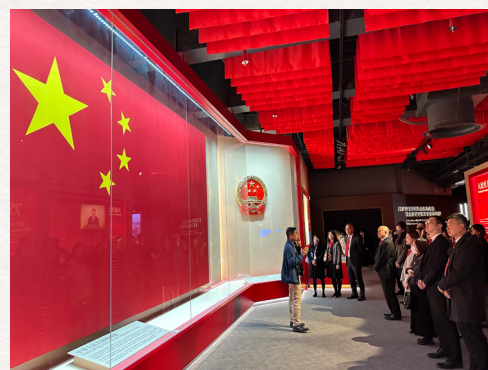
觀看影片
Video available



製作3D動畫教育短片，重點講解投訴人的權利與責任，強調投訴人必須提供完整、真實和準確的資料，以配合投訴警察課的調查。

Produced a 3D-animated educational video to emphasise the rights and responsibilities of complainants, and highlight the importance of complainants to provide complete, true and accurate information for CAPO's investigations.

觀看影片
Video available



委員、觀察員及秘書處職員參觀國家安全展覽廳，以加深他們維護國家安全的意識。

IPCC Members, Observers, and Secretariat staff visited the National Security Exhibition Gallery to deepen their awareness of safeguarding national security.

2023

2025

組織架構

Organisational
Structure

15th

根據《監警會條例》，監警會由一名主席、三名副主席和不少於八名委員組成，全部成員由行政長官委任。為有效履行《監警會條例》下的法定職能，監警會就不同工作範疇設立五個專責委員會，並由秘書處提供支援。

Pursuant to the IPCCO, the IPCC consists of a Chairman, three Vice-Chairmen and not less than eight Members, all appointed by the Chief Executive. To discharge its statutory functions under the IPCCO effectively, the Council has set up five Committees covering different areas of work with the support of the Secretariat.



監警會主席與委員及秘書長合照(攝於2025年6月)

前排左起：邵家輝議員、陳振英議員、王沛詩女士(主席)、吳永嘉議員、梅達明先生(秘書長)

後排左起：莊創業先生、陳永德先生、許明明女士、林峰教授、陳美寶女士、陳正欣博士、陳澤銘先生、余漢坤先生、王賜豪醫生、阮家興醫生、龐董晶怡女士

Photo of Council Chairman, Members and Secretary-General (taken in June 2025)

Front row, from left to right: Hon Shiu Ka-fai, Hon Ronick Chan Chun-ying, Ms Priscilla Wong Pui-sze (Chairman), Hon Jimmy Ng Wing-ka, Mr Daniel Mui Tat-ming (Secretary-General)

Back row, from left to right: Mr Jonathon Chong Chong-yip, Mr Kevin Chan Wing-tak, Ms Cindi Hui Ming-ming, Prof Lin Feng, Ms Mabel Chan Mei-bo, Dr Daniel Chan Ching-yan, Mr Chan Chak-ming, Mr Randy Yu Hon-kwan, Dr Jimmy Wong Chi-ho, Dr Desmond Nguyen Gia-hung, Mrs Helena Pong Tung Ching-yee



拍攝當日因事未能出席的委員包括(左起)：

施榮恆先生、林建康先生、嚴玉麟博士

Members who were unable to attend on the day of the photo session include (from left to right): Mr Ivan Sze Wing-hang, Mr Matthew Lam Kin-hong, Dr Stanley Yim Yuk-lun



監警會現設有五個專責委員會：

The IPCC has established five Committees:

2009

成立三個專責委員會，包括：

Established three Committees, including:

- 「嚴重投訴個案委員會」
Serious Complaints Committee
- 「管理委員會」
Management Committee
- 「宣傳及意見調查委員會」（自2021年易名為「宣傳及社區關係委員會」）
Publicity and Survey Committee
(Renamed Publicity and Community Relations Committee since 2021)

2014

成立「運作及程序諮詢委員會」

Established Operations Advisory Committee



2017

成立「法律事務委員會」

Established Legal Committee



秘書處

Secretariat

監警會秘書處由秘書長帶領，協助委員會執行其法定職能。

Led by the Secretary-General, the IPCC Secretariat assists the Council in carrying out the IPCC's statutory functions.

自2009年監警會成為獨立法定機構後，秘書處的組成由原先的公務員團隊轉為由監警會自行聘用職員，團隊人手逐漸增加，以更有效支援監警會的監察工作。

Since the IPCC became an independent statutory body in 2009, the Secretariat has transitioned from a team of civil servants to staff directly employed by the IPCC. Over time, the size of the team has expanded to better support the Council's monitoring functions.

職員編制 Staff Establishment

2009/10

28 名
Posts

2024/25

68 名
Posts

管理層 Management

2015/16年度增設副秘書長(管理)一職，負責秘書處的內部行政工作。

In 2015/16, a Deputy Secretary-General (Management) position was created to support the Secretariat's internal administration.



審核小組 Vetting Team

審核小組由副秘書長(行動)負責監督，並由兩位助理秘書長協助。小組人數由2009/10年度的9人增至2024/25年度的19人。

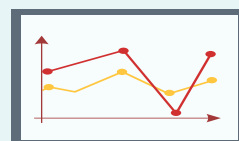
The vetting team is overseen by the Deputy Secretary-General (Operations), alongside two Assistant Secretary-Generals. The number of team members increased from 9 in 2009/10 to 19 in 2024/25.



研究組 Research Team

2016/17年度增設研究組，加強管理和分析與投訴個案相關的統計數字和資料，並為法律事務委員會提供支援。

In 2016/17, a Research Team was established to strengthen the management and analysis of statistics and information related to complaint cases. It also provides support to the Legal Committee.



觀察員計劃於1996年起推行，最初為行政措施，及後正式納入《監警會條例》。觀察員由保安局局長委任，以義務性質履行觀察職務。截至2025年3月31日，監警會有116名觀察員。

在兩層架構投訴警察制度下，觀察員可出席投訴警察課就調查須匯報投訴而進行的會面和證據收集工作，確保調查過程公平公正。期間觀察員不作干預或發表意見，觀察員完成觀察後須向監警會匯報。如察覺有不當之處，監警會便會與投訴警察課跟進。

15年來，觀察員出席比率由監警會成立初期的23%，上升至近年每年平均98%。至於由大型公眾活動衍生的投訴個案，例如2014年佔領事件、2016年旺角騷亂和2019年6月起《逃犯條例》修訂草案引發的大型公眾活動，觀察員的出席比率更高達100%，充分發揮其監察作用。

The Observers Scheme was introduced in 1996 as an administrative measure and was later formally incorporated into the IPCCO. Observers, appointed by the Secretary for Security, serve on a voluntary basis. As of 31 March 2025, there are 116 IPCC Observers.

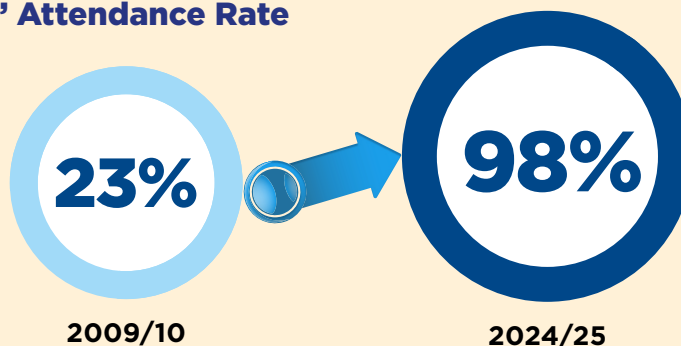
Under the two-tier police complaints system, Observers can attend CAPO's interviews and observe the collection of evidence for the investigation of Reportable Complaints to ensure the investigation process is fair and impartial. Observers do not interfere or express personal opinions during the observations. Following each observation, Observers will submit reports to the IPCC and if any irregularities are identified, the IPCC will follow up with CAPO.

Over the past 15 years, the Observers' attendance rate has increased from 23% at the early stage of the IPCC's establishment to an annual average of 98% in recent years. For complaint cases arising from large-scale public order events (POEs), such as the Occupy Movement in 2014, the Mong Kok Riot in 2016 and the POEs arising from the Fugitive Offenders Bill since June 2019, the Observers' attendance rate reached as high as 100%, fully demonstrating our monitoring function.



2025年觀察員計劃午餐會
Observers Scheme Luncheon 2025

觀察員出席比率 Observers' Attendance Rate



觀察員計劃小知識 More about Observers Scheme

觀察地點 Locations of Observations



觀察地點遍佈港九新界，涵蓋不少偏遠地區，如深圳灣出入境管制站、沙頭角、石壁監獄、喜靈洲及潞西洲等。

Observations were conducted across various districts in Hong Kong, including numerous remote areas such as Shenzhen Bay Immigration Control Point, Sha Tau Kok, Shek Pik Prison, Hei Ling Chau and Kau Sai Chau.



最長的一次會面觀察時間達

The longest observation was

7小時
hours



觀察次數最多的一年

The highest number of observations was recorded in

2013

共進行了 **2,471** 次觀察
with a total of observations conducted

積極監察 優化警務

Proactive Oversight and
Police Service Enhancement



監警會根據《監警會條例》第8(1)(a)條，觀察、監察和覆檢警務處處長對須匯報投訴的處理和調查。近年，本會更秉持「以事實為基礎、以證據為依歸、在陽光下運作」的原則，具體展現會方核心價值。此外，積極投訴管理乃提升公共服務質素的關鍵。會方不但嚴謹審核個案，更根據《監警會條例》第8(1)(c)條，在警隊採納的常規或程序中，找出已經或可能會引致須匯報投訴的缺失或不足之處，並就該等常規或程序作出建議。為有效履行此職能，會方積極向警方提出「服務質素改善建議」，以助減少不必要的投訴。

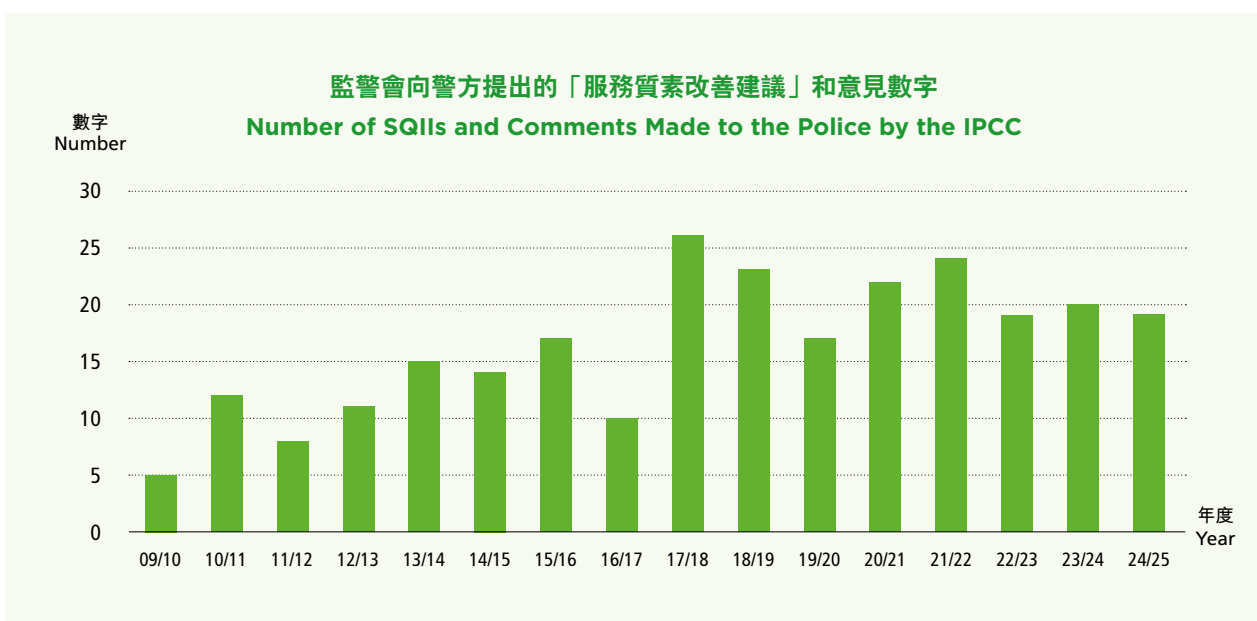
Pursuant to section 8(1)(a) of the IPCCO, the IPCC observes, monitors and reviews the handling and investigation of Reportable Complaints (RCs) by the Commissioner of Police. In recent years, the Council has placed particular emphasis on its core values, operating on the “basis of fact and evidence, honestly, without fear or favour”. A positive approach to complaints management is key to enhancing public service quality. In addition to vetting individual cases, the Council also performs its statutory function under section 8(1)(c) of the IPCCO to identify any fault or deficiency in any practice or procedure adopted by the police force that has led to or might lead to RCs. To effectively discharge this function, the IPCC actively puts forward Service Quality Improvement Initiatives (SQIIs), which would also help reduce unnecessary complaints.

服務質素改善建議

Service Quality Improvement Initiatives

自2009年正式成為法定機構以來，監警會已向警方提出超過260項「服務質素改善建議」及相關意見，以協助警隊持續改善工作程序、加強人員培訓及提升警隊設備。每年提出的建議亦由2009/10年度的五項，增至近五年年均約20項，反映投訴機制與建議制度持續進步的成果。

Since becoming a statutory body in 2009, the IPCC has made over 260 SQIIs and related comments to the police, to help promote continuous enhancement of work procedures, officers training and police equipment. The number of recommendations made has also risen from five in 2009/10 to the annual average of around 20 in the past five years, reflecting the steady progress of the complaints mechanism and recommendation system.



「服務質素改善建議」的範疇

監警會在過去15年間所提出的「服務質素改善建議」涵蓋範疇廣泛，主要圍繞警方日常執法工作，例如交通執法、截查市民、刑事調查及處理糾紛等。

Areas Covered by SQIIs

Over the past 15 years, the IPCC's SQIIs have covered a wide range of areas, primarily relating to daily police enforcement work, such as traffic enforcement, stop-and-search actions, crime investigations, and dispute handling.

1 提升警署設備及系統

Upgrade of Police Station Facilities and Systems

- **建議統一警署留言信箱系統**
Proposed standardising voicemail systems across police stations
- **改善特別臨時羈留地點的設施及保安**
Enhanced facilities and security in Special Temporary Holding Areas
- **增加報案室電話錄音系統線路**
Increased the number of Report Room telephones with recording systems
- **於接見室安裝觀察窗口**
Installed observation windows in interview rooms



2 應用資訊及通訊科技

Application of Information and Communication Technology

- **提高處理數碼法理鑑證的效率**
Improved the efficiency of handling digital forensics evidence
- **加強前線人員使用隨身攝錄機的意識**
Raised frontline officers' awareness of using body-worn video cameras
- **修訂執行公務時使用私人手提電話的指引**
Revised police guidelines on the use of personal mobile phones for official duties

3 處理有特別需要的人士

Handling of Persons with Special Needs

- 優化處理精神上無行為能力人士的程序
Enhanced procedures for handling mentally incapacitated persons
- 加強處理家庭暴力案件的培訓
Strengthened training on handling domestic violence cases
- 優化與視障人士會面的指引
Enhanced interview guidelines for visually impaired persons
- 改善對須以輪椅代步的被捕人士的押送安排
Improved transportation arrangements for arrestees using wheelchairs

4 交通執法

Traffic Enforcement

- 改善交通意外和解的記錄程序
Enhanced procedures for recording of settlements of parties involved in traffic accidents
- 檢討打擊非法賽車的行動及程序
Reviewed operations and protocols for addressing illegal car racing
- 改善通知車主取回被拖車輛的指引
Improved guidelines for notifying vehicle owners about reclaiming towed vehicles
- 加強警員處理有問題車輛的知識
Enhanced police officers' understanding of identifying vehicles with defects



(照片來源：香港警務處)

(Photo Credit: Hong Kong Police Force)

5 處理刑事案件

Handling of Crime Investigation

- **制定措施協助警方評估涉及錯誤轉賬的個案**
Developed measures to assist officers in assessing cases of "mis-transfer of money"
- **優化「錄影會面」光碟的提取及歸還程序**
Enhanced procedures for the collection and return of video-recorded interview discs
- **確保適時把不再被法庭通緝人士從通緝名單中刪除**
Ensured timely removal of persons who are no longer wanted for court warrants from the wanted persons list

6 警方與其他政府部門／機構協作

Collaboration between Police and Other Government Departments/Organisations

- **改善警隊與社會福利署之間就「交通意外傷亡援助計劃」申請表格的收發程序**
Collaborated with the Social Welfare Department to enhance the collection and submission process for Traffic Accident Victims Assistance Scheme application
- **與八達通卡公司協作，加快失竊八達通卡調查程序**
Collaborated with Octopus Cards Limited to accelerate investigations of lost Octopus cards
- **與運輸署加強溝通以協助警務人員識別有問題車輛**
Strengthened communication with the Transport Department to assist police officers to identify defective vehicles
- **優化程序以協助警務人員歸還在囚人士的物品**
To enhance the procedures for arranging police officers to return properties to persons in custody



(照片來源：香港警務處)

(Photo Credit: Hong Kong Police Force)

除了提出與日常警務工作有關的改善建議外，在遇有特殊事件以及其引發的投訴時，監警會亦會因應實際情況提出具針對性的建議。例如於2020年，監警會發表「關於2019年6月9日起《逃犯條例》修訂草案引發的大型公眾活動及相關警方行動」的專題審視報告，向警方提出共52項前瞻性觀察與改善建議，涵蓋以下五大範疇。

In addition to making improvement suggestions on daily policing work, the Council also provides specific recommendations when encountering special incidents and complaints arising from them. For example, in 2020, the IPCC published *A Thematic Study by the IPCC on the Public Order Events arising from the Fugitive Offenders Bill since June 2019 and the Police Actions in Response*, which included 52 forward-looking observations and recommendations covering the following five key areas.



(照片來源：香港警務處)

(Photo Credit: Hong Kong Police Force)



- 加強公眾訊息發放和檢討與傳媒關係
- 檢討武力使用指引
- 改善臨時羈留處的安排
- 優化警方行動部署和策略
- 加強警隊內部管理、協調和培訓

- Enhancing dissemination of public information and reviewing media relations
- Reviewing guidelines on the use of force
- Improving arrangements for Temporary Holding Areas
- Enhancing police operational deployment and strategies
- Strengthening the police's internal management, coordination, and training

截至2022年，警方已全面落實全部建議，並推行共78項相關措施。

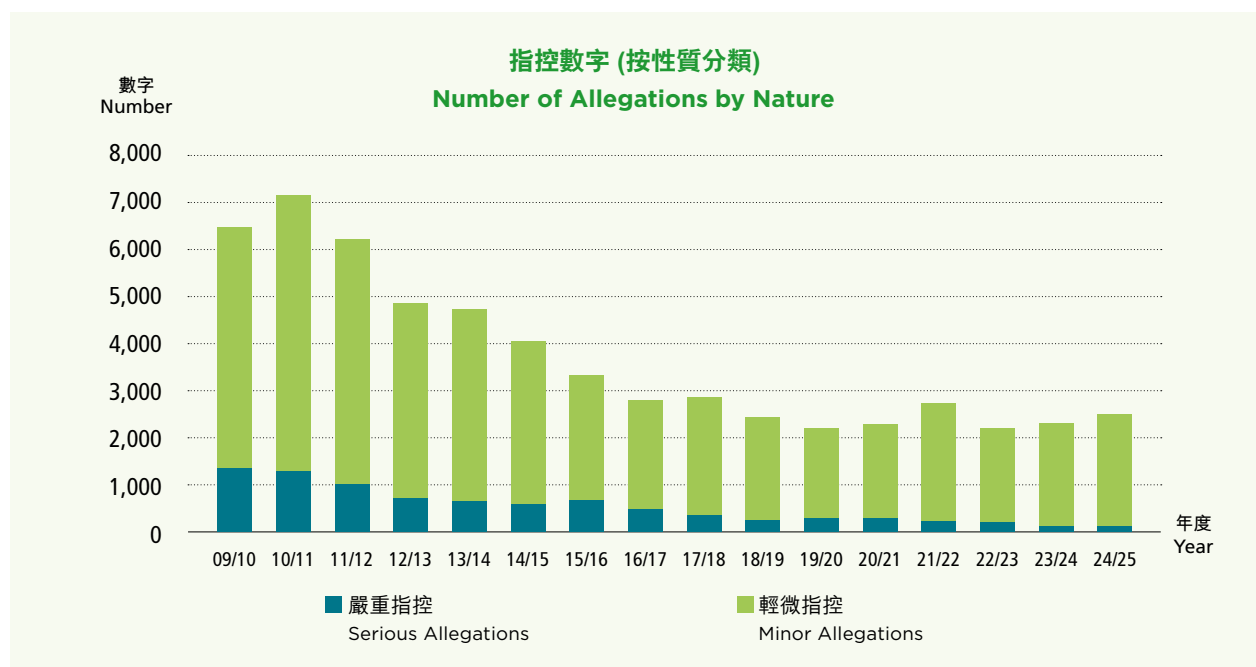
By 2022, the police had fully implemented all recommendations and introduced 78 related measures.

精簡流程 提升效率

Streamlining Procedures to Enhance Efficiency

監警會在提出優化警務工作的同時，亦不時檢視投訴警察制度的運作流程和效率。本會留意到，在過去15年間，大部分投訴指控性質相對輕微，主要涉及「疏忽職守」、「態度欠佳」及「粗言穢語」等，輕微指控的比例近年持續上升，並維持在九成以上。

While proposing improvements to policing work, the IPCC also constantly reviews procedures and efficiency of the police complaints system. The Council observed that, over the past 15 years, most complaint allegations have been relatively minor in nature, mainly involving “Neglect of Duty”, “Improper Manner” and “Offensive Language”, etc. In recent years, the proportion of minor allegations has kept rising, consistently remaining above 90%.



有見及此，監警會與投訴警察課於2022年共同檢討及精簡了處理性質輕微投訴的「透過簡便方式解決」機制，以提升整體投訴處理效率。試行計劃於2022年5月啟動，並於2024年正式落實執行。經優化流程後，投訴警察課在處理「透過簡便方式解決」個案的效率有所提升，平均處理時間縮減超過20%，而騰出的資源可投放於需要深入調查的投訴。

Given this situation, the IPCC and CAPO jointly reviewed and streamlined the “Informal Resolution” (IR) mechanism for handling minor complaints in 2022 to improve overall complaint processing efficiency. The pilot scheme was launched in May 2022 and formally implemented in 2024. Following procedural enhancements, CAPO’s efficiency in handling cases under IR improved significantly, with its average processing time reduced by over 20%. This enables more resources to be allocated to the handling of complaints that require in-depth investigations.

投訴人須配合調查

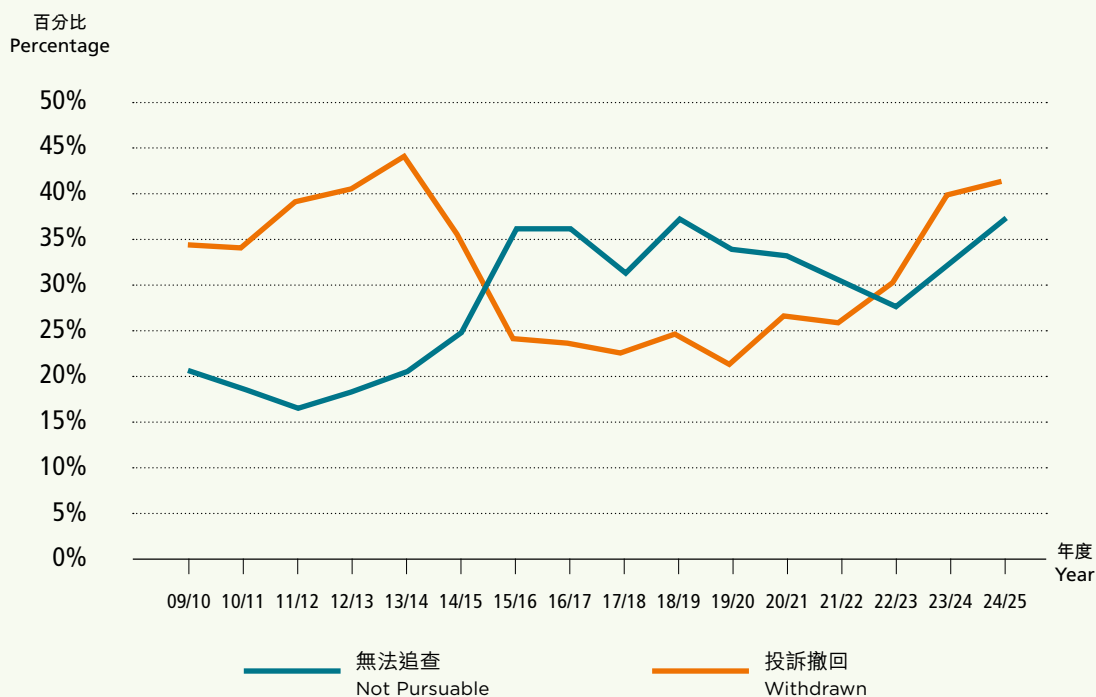
Cooperation from Complainants

當投訴警察課無法聯絡投訴人或不能確定被投訴的警務人員身分，指控會被分類為「無法追查」；而投訴人決定不再追究有關投訴，指控則會被分類為「投訴撤回」。在2024/25年度，分別有37%和41%的指控被分類為「無法追查」和「投訴撤回」，合共佔須匯報投訴指控總數的78%。自2015年起，「無法追查」指控數字一直高企，每年平均佔逾30%。「投訴撤回」指控在2015/16至2022/23年度的佔比雖然少於30%，但在2023/24年度攀升至40%，2024/25年度更高達41%。處理被列為「無法追查」和「投訴撤回」的須匯報投訴指控，往往耗費大量資源，卻無法取得實質的結果。

Allegations are classified as “Not Pursuable” (NP) when complainants can no longer be reached by CAPO or the identity of the officer in the complaint cannot be ascertained, and as Withdrawn (WD) when complainants decide not to pursue their complaints. In 2024/25, 37% of RC allegations were classified as NP and 41% as WD, together accounting for 78% of all RC allegations. The figures for allegations classified as NP have remained high since 2015, averaging over 30% annually. Although the percentage of RC allegations classified as WD stayed under 30% annually between 2015/16 and 2022/23, it climbed to 40% in 2023/24 and further to 41% in 2024/25. Handling these NP and WD cases consumes considerable resources without yielding any meaningful outcomes.

「無法追查」及「投訴撤回」指控比例

Percentage of “Not Pursuable” and “Withdrawn” Allegations to All Allegations



投訴乃嚴肅之事，特別是涉及警務人員行為或執行警務的個案。在大部份「無法追查」的個案中，投訴人作出投訴後便不再協助調查，當中更有投訴人沒有根據《監警會條例》妥為表露身分。投訴人應配合投訴警察課的工作，並提供完整、真實和準確的投訴資料。這是投訴人在享有投訴權利的同時，所須肩負的基本責任。

監警會近年積極加強宣傳，提醒市民在作出投訴的同時，亦肩負配合調查的責任，須提供真確、完整的個人資料，以及有效的聯絡方式，配合投訴警察課的調查。監警會主席亦曾在不同場合重申此項公民責任。透過兩層架構投訴警察制度，監警會與警方共同確保每宗投訴獲公平處理，讓投訴人與被投訴警員均能獲得公正結果，進一步鞏固制度的公信力。

Lodging a complaint is a solemn act, particularly when it pertains to a police officer's conduct or execution of duty. In most of the NP cases, the complainants did not assist in investigation after filing their complaints, and some of them even failed to properly identify themselves as required under the IPCCO. A complainant should cooperate with CAPO and ought to provide complete, true and accurate details regarding his complaint. This is the basic responsibility of a complainant that comes with the right to make a complaint.

Moreover, the IPCC has stepped up its publicity efforts in recent years, reminding citizens that when filing complaints, they also bear the responsibility to cooperate with CAPO's investigations by providing accurate and complete personal information and valid contact details. The Council Chairman has also stressed on many occasions this civic obligation. Through a two-tier police complaints system, the IPCC and the police jointly ensure that every complaint is handled fairly, allowing both complainants and police officers to receive just outcomes and reinforcing the credibility of the system.

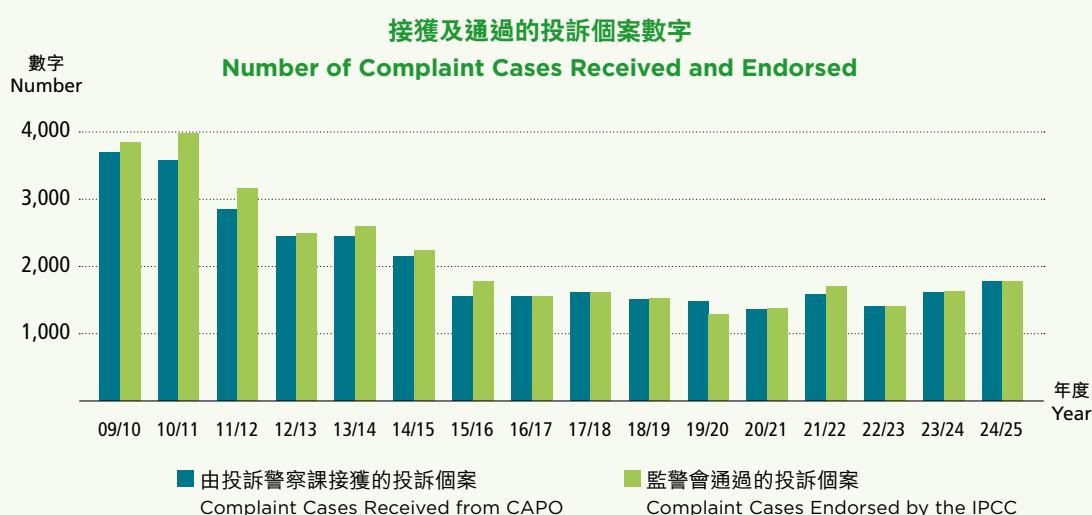


成效數據 彰顯成果

Performance Figures Highlight Achievements

隨着監警會持續提出「服務質素改善建議」，警隊的整體服務水平有所提升，並減少不必要的投訴。自本會於2009年成為法定機構以來，投訴警察課按年收到的投訴呈下降趨勢，監警會相應審核並通過的須匯報投訴個案亦由年均約4,000宗下降至近年平均每年約1,800宗。

With the IPCC's continued recommendation of SQIIs, the overall service quality of the police force has improved, and the number of unnecessary complaints has declined. Since the Council became a statutory body in 2009, the annual number of complaints received by CAPO has shown a downward trend. Along with this, the average number of RCs examined and endorsed by the IPCC annually has dropped from around 4,000 to approximately 1,800 in recent years.



警務交流 強化職能

Enhancing Functions
through Collaboration
with the Police

15th

為有效履行《監警會條例》第8(1)(a)條的職能，監警會委員到訪多個警隊單位，加深認識前線警務工作，以及警務人員在執勤時所面對的各種挑戰和如何應對這些挑戰。監警會委員亦前往落實「服務質素改善建議」的警隊單位，了解改善建議的落實進度及成效，並聽取前線人員的意見。此外，監警會委員一直與警方管理層保持密切聯繫，攜手維護公平公正的兩層架構投訴警察制度。

To discharge the function under section 8(1)(a) of the IPCCO effectively, IPCC Members have visited various police units to deepen their understanding of frontline police operations and the challenges police officers face at work and how they tackle them. IPCC Members have also visited police units where SQIIs have been adopted to keep abreast of their implementation progress and effectiveness and to listen to feedback from frontline officers. Additionally, IPCC Members have maintained a close connection with police management in a concerted effort to uphold a fair and impartial two-tier police complaints system.

到訪警隊不同單位

Visits to Various Police Units

1 與前線警務人員交流

Interacting with Frontline Police Officers

監警會委員到訪警隊不同單位，與前線人員交流，充分了解警方在不同範疇的工作和程序。

Through visits to various police units, IPCC Members interact with frontline officers to have a good understanding of police operations and procedures across different areas.



到訪反詐騙協調中心和反詐騙聯合情報中心，了解警方打擊騙案的策略和挑戰。

Visiting the Anti-Deception Coordination Centre and Anti-Deception Alliance to learn about police strategies and challenges in combatting deception.



在2024年萬聖節晚上親赴蘭桂坊一帶，觀察警方如何管理人流，保障市民安全，並了解警方如何透過「人流估算系統」實時追蹤人流數目，適時作出行動決策。

Observing how the police manage crowd flow and ensure public safety in Lan Kwai Fong on Halloween night 2024, while learning how they utilise the Crowd Estimation System to track real-time crowd size and make timely operational decisions.



前往水警總區總部，了解前線警務人員在海上執勤及參與救援行動時面對的挑戰。

Visiting the Marine Regional Headquarters to learn about the challenges faced by frontline police officers as they perform duties at sea and undertake rescue operations.

到訪新界北衝鋒隊與前線警務人員交流，了解衝鋒隊的工作、編制、人員調配、裝備和各種訓練。

Visiting the Emergency Unit New Territories North to meet with frontline police officers to learn about their duties, establishment, manpower deployment, equipment and various trainings.





前往牛頭角警署，認識新一代報案室的設備如何協助警隊提升服務質素。

Visiting the Ngau Tau Kok Police Station to learn how the facilities in the New Generation Report Room can improve police service quality.

到訪北角警署，了解經優化後的羈留設施。

Visiting the North Point Police Station to learn about the enhanced detention facilities.



到訪港島總區衝鋒隊，了解前線警務人員日常執行任務的挑戰。

Visiting the Emergency Unit Hong Kong Island to learn about the challenges frontline police officers encounter in their daily operations.

到訪新界南總區，了解警方如何處理業主立案法團與村民之間的糾紛。

Visiting the New Territories South Region to learn how the police handle disputes between Owners' Corporations and villagers.



2 跟進「服務質素改善建議」的落實情況

Following up on the Implementation of the SQIIs

監警會亦實地跟進「服務質素改善建議」的落實進度和成效。

The IPCC also conducted on-site visits to follow up on the progress and effectiveness of the implemented SQIIs.

有關2019年大型公眾活動的「服務質素改善建議」 SQIIs on Large-scale Public Order Events in 2019

警方向監警會代表團講述警察機動部隊於五大範疇採取的跟進行動，包括(1)前線人員的防暴訓練；(2)處理騷亂的指揮和協調工作；(3)在騷亂中向公眾發放訊息；(4)催淚煙的效果；以及(5)警方處理騷亂的指引。

The police briefing the IPCC delegation on the follow-up actions taken by the Police Tactical Unit across five key areas, namely: (1) Riot training for frontline officers, (2) Command and coordination in riot response, (3) Public information dissemination during riots, (4) Effects of tear gas, and (5) Police guidelines for riot handling.



到訪港島總區指揮及控制中心，認識999控制中心經改進後的各項措施和人手安排，並了解如何應對未來各類緊急情況。

Visiting the Regional Command and Control Centre at Hong Kong Island Regional Headquarters to learn about the enhanced measures and manpower deployment of the 999 Console, and how these improvements strengthen the force's ability to handle future emergency situations.

參觀紅磡警署臨時羈留設施，了解落實建議後相關人手和系統編配如何令警隊提升服務質素。

Visiting the Temporary Holding Area (THA) at the Hung Hom Police Station to examine how enhancements in manpower and system deployment have contributed to improving the service quality of the force.



其他「服務質素改善建議」

Other SQIIs

前往旺角警署視察「特別臨時羈留室」最新的配備及設施。

Visiting the Mong Kok Police Station to observe the latest installations and facilities in the Special THA.



到訪西九龍交通行動基地，了解警方如何運用科技協助交通執法。

Visiting the Traffic Kowloon West Operational Base to learn how the police utilise technology to facilitate traffic enforcement.

與警方管理層聯繫

Meeting with Police Management

監警會透過不同層面的交流活動，與警方管理層保持緊密聯繫。

The IPCC fosters close communication with police management through engagement activities across various levels.

1

季度聯席會議

Quarterly Joint Meetings



監警會與投訴警察課舉行季度聯席會議，討論投訴警察的相關事宜，並由警方匯報最新投訴統計數據。雙方亦定期召開工作層面會議，商討投訴處理的事項。

Holding quarterly Joint Meetings between the IPCC and CAPO to discuss matters related to police complaints and provide updates from the police on recent complaints statistics, as well as conducting regular Working Level Meetings to address matters arising from complaints handling.

2 其他交流活動 Other Engagement Activities

現任及歷任主席為香港警察學院結業典禮擔任檢閱官。

Incumbent and former IPCC Chairmen officiating as Reviewing Officers at the Passing-out Parades of Hong Kong Police College.





監警會委員與警隊管理層在周年交流午宴上，就處理投訴的工作交換意見。

Exchanging views on the handling of complaints during the annual networking luncheon between IPCC Members and police management.



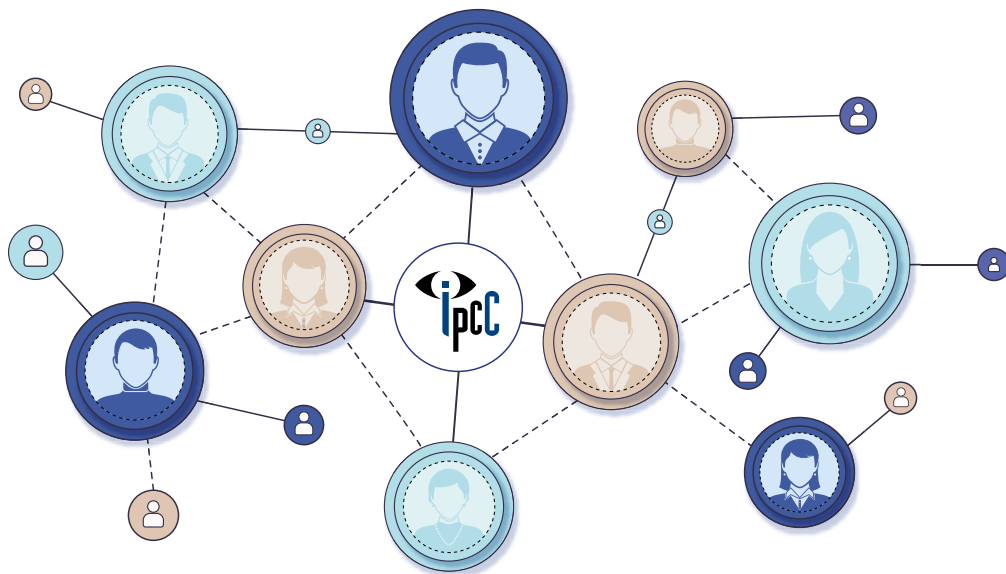
監警會委員擔任警隊優質服務獎勵計劃的評審成員，鼓勵警隊推廣優質服務文化。

Taking part in the adjudication of the Hong Kong Police Force Service Quality Award Scheme to promote a culture of quality service in the police force.

連繫各界
共建互信

Fostering Synergy
through Mutual Trust

15th



為履行《監警會條例》第8(1)(e)條的法定職能，會方積極向本港、內地和海外持份者，講解監警會的工作和兩層架構投訴警察制度。

To fulfil its statutory function under section 8(1)(e) of the IPCCO, the Council explains its work and the two-tier police complaints system to stakeholders from the local community, the Mainland and overseas.

會方除了向公眾介紹監警會的工作和法定職能外，近年亦聚焦於兩大宣傳方針：

In addition to introducing the work and statutory functions of the IPCC to the public, the Council has also focused its publicity efforts on two key areas in recent years, including:

1

闡釋投訴人的權利和責任

Expounding on the rights and responsibilities of complainants

2

講解會方提出的「服務質素改善建議」，如何有助警隊提升服務質素，減少不必要的投訴

Illustrating how the SQIs proposed by the Council help enhance police service quality and reduce unnecessary complaints

接觸青少年

Connecting with the Younger Generation

校園計劃

School Programme



- 自2016年推出校園計劃，至今已舉辦超過130場活動。
Organising over 130 activities since the launch of the School Programme in 2016.
- 接觸近30,000名大專及中、小學的師生。
Reaching out to approximately 30,000 students and teachers from tertiary institutions, primary and secondary schools.
- 計劃形式豐富多元化，包括講座、展覽、實時網上問答遊戲和攤位遊戲，增添愉快的學習經驗。
Offering a rich and diverse range of activities, including talks, exhibitions, real-time online quizzes and game booths, creating an enjoyable learning experience.

教育影片

Educational Video

- 透過3D動畫教育影片，向年輕人傳遞監警會的核心價值——「獨立、公正、誠信」。

Communicating the IPCC's core values – independence, impartiality and integrity – to young people through a 3D-animated educational video.



觀看影片

Video available

教育及青年發展團體

Educational Organisations and Youth Development Groups



- 與不同教育及青年發展團體會面。

Meeting with various educational organisations and youth development groups.

- 介紹校園計劃如何協助增強學生的公民意識，培育慎思明辨的社會棟樑。

Introducing how the School Programme fosters civic awareness among students and helps nurture future leaders who exercise sound judgement and social responsibility.

深入社群

Reaching Out to the Community

地區委員會

District Committees



- 走訪多區撲滅罪行委員會和青年發展及公民教育委員會。
Engaging with various District Fight Crime Committees and District Youth Development and Civic Education Committees.
- 向地區人士介紹會方工作。
Introducing the Council's work to the local community.

地區嘉年華會

District Carnivals



- 參與地區委員會舉辦的嘉年華會。
Taking part in multiple carnivals organised by district committees.
- 積極與市民面對面接觸，闡釋投訴人的權利與責任。
Actively engaging with the public through direct interaction to expound on the rights and responsibilities of complainants.

齊心抗疫

Together, We Fight the Virus



- 參與由保安局帶領的抗疫行動，前往深水埗區派發防疫服務包，為協助社會穩控疫情出一分力。

Participating in the anti-pandemic campaign led by the Security Bureau, delivering anti-pandemic supplies to residents in Sham Shui Po District to support outbreak control efforts.



- 在疫情期間迅速採取措施，推出彈性工作安排及採購防疫口罩，保障所有人員的健康和安全，並盡力確保委員會運作如常。

Responding swiftly during the pandemic by implementing flexible work arrangements and procuring face masks to safeguard the health and safety of all concerned while ensuring the Council's smooth operation.

- 利用網上及社交媒體平台，以便在社交距離措施下，繼續與不同持份者聯繫。

Maintaining strong connection with stakeholders through online and social media platforms amid social distancing measures.



- 定期舉辦新聞發布會，保持會方透明度。
Conducting regular press conferences to uphold transparency of the IPCC.



- 透過不同媒體平台，讓公眾了解會方的最新動向。
Keeping the public informed about the Council's latest developments through multiple media platforms.



電視劇集及宣傳短片

TV Drama Series and Promotional Videos



觀看影片
Video available

- 製作一套四集的電視劇《監警最前線》，讓市民了解監警會委員、觀察員及秘書處日常工作鮮為人知的一面。

Offering the public a behind-the-scene look at the daily responsibilities of IPCC Members, Observers and the Secretariat through a four-episode TV drama series, *IPCC Frontline*.



觀看影片
Video available



觀看影片
Video available



- 透過宣傳短片向市民闡述監警會的「服務質素改善建議」機制(左)，以及投訴人的權利與責任(右)。

Explaining the IPCC's SQII mechanism (left) and the complainants' rights and responsibilities (right) to the public through promotional videos.

- 接待國家信訪局代表團，並闡述香港的兩層架構投訴警察制度。

Receiving the National Public Complaints and Proposals Administration delegation and providing a comprehensive overview of Hong Kong's two-tier police complaints system.



- 連續多年接待來自律政司訓練計劃的內地官員，雙方就兩地法律和監察制度交流意見。

Welcoming delegations of Mainland officials participating in the Department of Justice's training scheme for several years, facilitating discussions on the legal and monitoring systems in both the Mainland and Hong Kong.



- 與澳門保安部隊及保安部門紀律監察委員會交流，就兩地的投訴監察制度交換意見。

Meeting with the Macao Security Forces Disciplinary Committee to exchange views on the complaint monitoring systems in Macao and Hong Kong.

海外監察機構

Overseas Oversight Bodies



- 與澳洲、印尼、馬來西亞、泰國等地的代表團，就各地投訴警察制度，以及處理投訴的工作分享經驗。

Engaging with delegations from Australia, Indonesia, Malaysia, Thailand and other regions to exchange insights on police complaints systems and best practices in complaints handling.

現任及歷任委員

List of Current and Former Council Members

15th

現任委員

List of Current Council Members

主席 Chairman

任期 Appointment

| | | |
|------------------------------------|--------------|---|
| Ms Priscilla WONG Pui-sze, SBS, JP | 王沛詩女士，SBS，JP | 2021 – 現在 Present *Member 委員：2005 – 2010 |
|------------------------------------|--------------|---|

副主席 Vice-Chairmen

| | | |
|------------------------------------|--------------|-------------------|
| Hon Ronick CHAN Chun-ying, BBS, JP | 陳振英議員，BBS，JP | 2021 – 現在 Present |
| Hon Jimmy NG Wing-ka, SBS, JP | 吳永嘉議員，SBS，JP | 2021 – 現在 Present |
| Hon SHIU Ka-fai, BBS, JP | 邵家輝議員，BBS，JP | 2025 – 現在 Present |

委員 Members

| | | |
|--------------------------------------|-----------------|-------------------|
| Dr Daniel CHAN Ching-yan, BBS, MH | 陳正欣博士，BBS，MH | 2021 – 現在 Present |
| Ms Mabel CHAN Mei-bo, JP | 陳美寶女士，JP | 2021 – 現在 Present |
| Mr Randy YU Hon-kwan, MH, JP | 余漢坤先生，MH，JP | 2021 – 現在 Present |
| Mr CHAN Chak-ming, JP | 陳澤銘先生，JP | 2023 – 現在 Present |
| Ms Cindi HUI Ming-ming, MH | 許明明女士，MH | 2023 – 現在 Present |
| Prof LIN Feng | 林峰教授 | 2023 – 現在 Present |
| Dr Desmond NGUYEN Gia-hung | 阮家興醫生 | 2023 – 現在 Present |
| Mr Ivan SZE Wing-hang, BBS, JP | 施榮恆先生，BBS，JP | 2023 – 現在 Present |
| Mr Kevin CHAN Wing-tak | 陳永德先生 | 2024 – 現在 Present |
| Mr Matthew LAM Kin-hong, BBS, MH, JP | 林建康先生，BBS，MH，JP | 2024 – 現在 Present |
| Dr Jimmy WONG Chi-ho, SBS, JP | 王賜豪醫生，SBS，JP | 2024 – 現在 Present |
| Dr Stanley YIM Yuk-lun, SBS, JP | 嚴玉麟博士，SBS，JP | 2024 – 現在 Present |
| Mr Jonathon CHONG Chong-yip, BBS, JP | 莊創業先生，BBS，JP | 2025 – 現在 Present |
| Mrs Helena PONG TUNG Ching-yee, BBS | 龐董晶怡女士，BBS | 2025 – 現在 Present |

歷任委員

List of Former Council Members

(依姓氏英文字母順序排列 In alphabetical order of surname)

主席 Chairmen

任期 Appointment

| | | |
|-------------------------------------|-----------------|-------------|
| Mr JAT Sew-tong, SBS, SC, JP | 翟紹唐資深大律師，SBS，JP | 2008 - 2014 |
| Mr Larry KWOK Lam-kwong, SBS, JP | 郭琳廣先生，SBS，JP | 2014 - 2018 |
| Dr Anthony Francis NEOH, QC, SC, JP | 梁定邦博士，QC，SC，JP | 2018 - 2021 |

副主席 Vice-Chairmen

| | | |
|------------------------------------|--------------|-------------|
| Hon CHAN Kin-por, GBS, JP | 陳健波議員，GBS，JP | 2013 - 2018 |
| Mr Chris CHEUNG Wah-fung, GBS, JP | 張華峰先生，GBS，JP | 2015 - 2020 |
| Dr LAM Tai-fai, GBS, JP | 林大輝博士，GBS，JP | 2009 - 2014 |
| Prof Joseph LEE Kok-long, SBS, JP | 李國麟教授，SBS，JP | 2007 - 2012 |
| Mr Abraham SHEK Lai-him, GBS, JP | 石禮謙先生，GBS，JP | 2009 - 2014 |
| Hon Tony TSE Wai-chuen, SBS, JP | 謝偉銓議員，SBS，JP | 2015 - 2020 |
| Hon Frankie YICK Chi-ming, GBS, JP | 易志明議員，GBS，JP | 2019 - 2024 |

委員 Members

| | | |
|--|----------------------|-------------|
| Ms Ann AU Chor-kwan, JP | 歐楚筠女士，JP | 2017 - 2022 |
| Prof Alfred CHAN Cheung-ming, SBS, JP | 陳章明教授，SBS，JP | 2015 - 2016 |
| Ms Carmen CHAN Ka-mun, BBS, JP | 陳嘉敏女士，BBS，JP | 2009 - 2010 |
| Mr Clement CHAN Kam-wing, BBS, MH, JP | 陳錦榮先生，BBS，MH，JP | 2016 - 2024 |
| Dr Eugene CHAN Kin-keung, SBS, JP | 陳建強醫生，SBS，JP | 2013 - 2018 |
| Dr CHAN Pui-kwong | 陳培光醫生 | 2010 - 2015 |
| Dr Anissa CHAN WONG Lai-kuen, SBS, MH, JP | 陳黃麗娟博士，SBS，MH，JP | 2018 - 2024 |
| Ir Albert Jinghan CHENG, GBS, FHKIE, JP | 鄭經翰先生，GBS，FHKIE，JP | 2010 - 2013 |
| Dr Eric CHENG Kam-chung, SBS, MH, OStJ, JP | 鄭錦鐘博士，SBS，MH，OStJ，JP | 2015 - 2020 |
| Dr Edwin CHENG Shing-lung, MH | 鄭承隆博士，MH | 2012 - 2015 |
| Ms Emily CHEUNG Mui-seung | 張妙嫦女士 | 2008 - 2011 |
| Mr Eric CHEUNG Tat-ming | 張達明先生 | 2009 - 2014 |

委員 Members

| | | |
|---|-----------------------|-------------|
| Prof Stephen CHEUNG Yan-leung, SBS, JP | 張仁良教授，SBS，JP | 2009 - 2012 |
| Mr Barry CHIN Chi-yung | 錢志庸先生 | 2016 - 2021 |
| Mr Alex CHU Wing-yiu | 朱永耀先生 | 2017 - 2022 |
| Mr Gerard CHUNG Wai-hung, JP | 鍾偉雄先生，JP | 2012 - 2013 |
| Ms Christine FANG Meng-sang, BBS, JP | 方敏生女士，BBS，JP | 2009 - 2014 |
| Mr David FONG Man-hung, BBS, JP | 方文雄先生，BBS，JP | 2011 - 2012 |
| Ir Prof Vincent HO | 何世傑教授、工程師 | 2013 - 2018 |
| Mr Richard HO Kam-wing | 何錦榮先生 | 2015 - 2020 |
| Mr Herman HUI Chung-shing, GBS, MH, JP | 許宗盛先生，GBS，MH，JP | 2015 - 2020 |
| Mr Simon IP Shing-hing, BBS, JP | 葉成慶先生，BBS，JP | 2011 - 2016 |
| Ir Edgar KWAN Chi-ping, BBS, JP | 關治平工程師，BBS，JP | 2015 - 2020 |
| Mr Wilson KWONG Wing-tsuen, MH | 鄺永銓先生，MH | 2016 - 2024 |
| Dr Lawrence LAM Chi-kit, BBS, MH, SBStJ, JP | 林志傑醫生，BBS，MH，SBStJ，JP | 2007 - 2012 |
| Mr Douglas LAM Tak-yip, SC | 藍德業資深大律師 | 2017 - 2022 |
| Mr Paul LAM Ting-kwok, GBS, SC, JP | 林定國司長，GBS，SC，JP | 2019 - 2022 |
| Miss Lisa LAU Man-man, BBS, MH, JP | 劉文文女士，BBS，MH，JP | 2014 - 2019 |
| Ms Noeline LAU Yuk-kuen | 劉玉娟女士 | 2011 - 2016 |
| Miss Sylvia LEE Hiu-wah | 李曉華女士 | 2017 - 2022 |
| Dr David LEE Ka-yan, BBS, MH, JP | 李家仁醫生，BBS，MH，JP | 2017 - 2022 |
| Mr LEE Man-bun, MH, JP | 李文斌先生，MH，JP | 2019 - 2024 |
| Mr Kenneth LEUNG Kai-cheong | 梁繼昌先生 | 2011 - 2016 |
| Ms Jane Curzon LO, BBS, JP | 羅孔君女士，BBS，JP | 2019 - 2024 |
| Mr Arthur LUK Yee-shun, BBS, SC | 陸貽信資深大律師，BBS | 2013 - 2018 |
| Dr Carol MA Hok-ka | 馬學嘉博士 | 2011 - 2016 |
| Mr Lawrence MA Yan-kwok | 馬恩國先生 | 2010 - 2016 |
| Mr José-Antonio MAURELLET, SC | 毛樂禮資深大律師 | 2016 - 2019 |
| Mr Eddie NG Hak-kim, GBS, JP | 吳克儉先生，GBS，JP | 2009 - 2012 |
| Ms Melissa Kaye PANG, BBS, MH, JP | 彭韻僊女士，BBS，MH，JP | 2017 - 2022 |
| Dr PANG Yiu-kai, GBS, JP | 彭耀佳博士，GBS，JP | 2009 - 2010 |
| Ms Ann SO Lai-chun, MH, JP | 蘇麗珍女士，MH，JP | 2014 - 2019 |
| Ms Shalini Shivan SUJANANI | 宋菰苓女士 | 2017 - 2020 |
| Miss Belinda TANG Lai-fong | 鄧麗芳女士 | 2011 - 2012 |

委員 Members

| | | |
|------------------------------------|-----------------|----------------------------|
| Mr Clement TAO Kwok-lau, BBS, JP | 杜國鎣先生，BBS，JP | 2008 - 2009 2012 - 2018 |
| Dr TSE Tak-fu, BBS, JP | 謝德富醫生，BBS，JP | 2005 - 2010 |
| Dr Michael TSUI Fuk-sun, MH | 徐福榮醫生，MH | 2004 - 2009 |
| Prof Martin WONG Chi-sang | 黃至生教授 | 2017 - 2022 |
| Ms Sandy WONG Hang-yee, JP | 黃幸怡女士，JP | 2011 - 2016 |
| Mr Roland WONG Ka-yeung, JP | 王家揚先生，JP | 2018 - 2024 |
| Dr Helena WONG Pik-wan | 黃碧雲博士 | 2011 - 2016 |
| Ms Mary Teresa WONG Tak-lan | 黃德蘭女士 | 2011 - 2016 |
| Mr Peter YAN King-shun, JP | 任景信先生，JP | 2015 - 2016 |
| Mr John YAN Mang-yee, SC, JP | 甄孟義資深大律師，JP | 2012 - 2018 |
| Mr YEUNG Yiu-chung, BBS, JP | 楊耀忠先生，BBS，JP | 2005 - 2010 |
| Mr Adrian YIP Chun-to, BBS, MH, JP | 葉振都先生，BBS，MH，JP | 2011 - 2016 |
| Mrs Helen YU LAI Ching-ping, SBS | 余黎青萍女士，SBS | 2019 - 2023 |
| Mr Johnny YU Wah-yung, JP | 楊華勇先生，JP | 2017 - 2022 |
| Dr Helena YUEN CHAN Suk-yee, JP | 阮陳淑怡博士，JP | 2006 - 2011 |



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監警會YouTube頻道
IPCC YouTube Channel