

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。

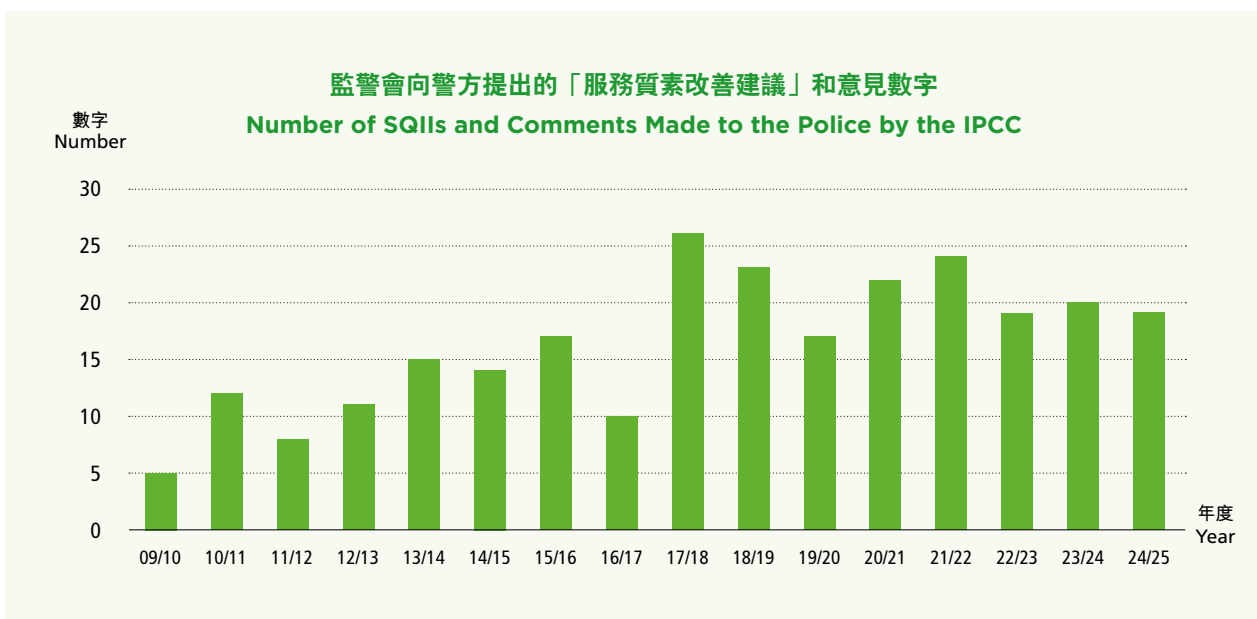
Pursuant to section 8(1)(a) of the IPCCO, the IPCC observes, monitors and reviews the handling and investigation of Reportable Complaints (RCs) by the Commissioner of Police. In recent years, the Council has placed particular emphasis on its core values, operating on the “basis of fact and evidence, 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。

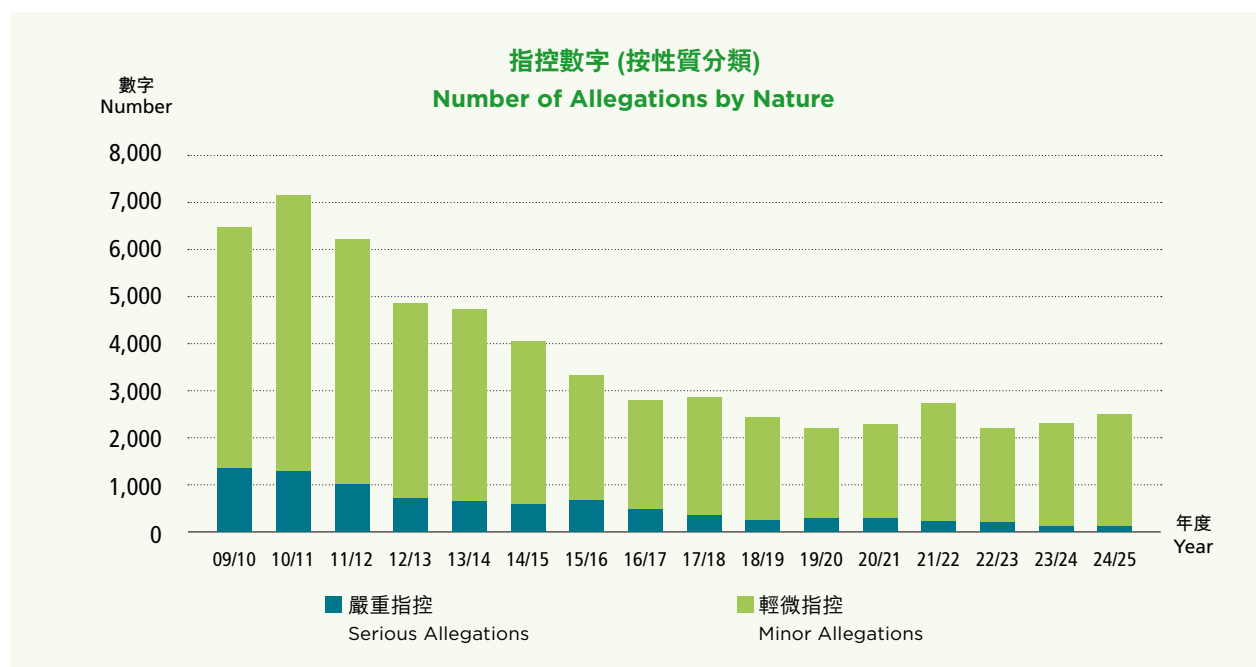
By 2022, the police had fully implemented all recommendations and introduced 78 related measures.

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

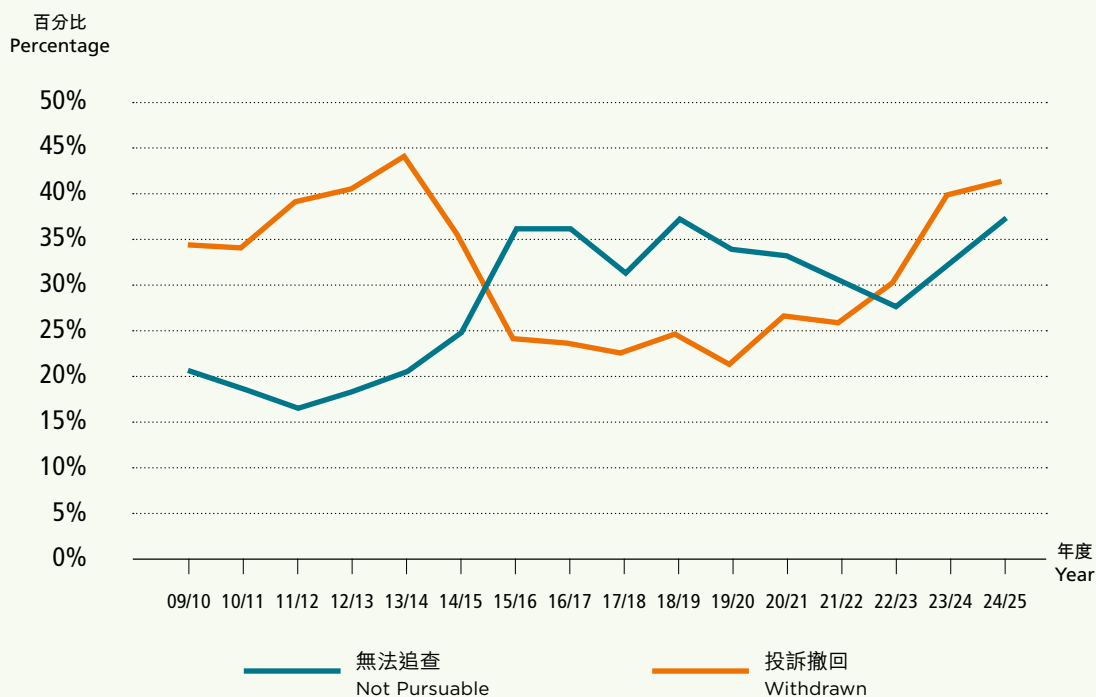
Cooperation from Complainants

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.

