

服務承諾 Performance Pledges

監警會重視工作效率和優質表現，訂下一系列的服務承諾：

We attach great importance to efficient and quality performance.
Our performance pledges are:

	個案的處理 Handling of cases	表現指標（標準回應時間）* Performance target (standard response time)*
查詢 Enquiries	致電/親臨 By telephone / in person	即時 Immediately
	書面 In writing	10天內 Within 10 days
監察投訴 Monitoring of complaints	一般個案 Normal cases 向投訴警察課提出不多於一輪質詢的輕微個案 (例如沒有禮貌或疏忽職守) Minor cases (such as Impoliteness or Neglect of Duty) with no more than one round of Query raised by the IPCC with CAPO	3個月內 Within 3 months
	複雜個案 Complicated cases 所有嚴重的個案（例如毆打或捏造證據）， 或向投訴警察課提出多於一輪質詢的輕微個案 All serious cases (such as Assault or Fabrication of Evidence) and minor cases with two or more rounds of Queries raised by the IPCC with CAPO	6個月內 Within 6 months
	覆核個案 Review cases 要求覆核須匯報投訴的調查結果分類的個案 Requests for reviewing the classification of Reportable Complaints	6個月內 Within 6 months

* 由接獲投訴警察課最終調查報告/回應的日期起計
Counting from the date of receipt of CAPO's final investigation report/ response

建立互信 迎向未來

BUILDING CONFIDENCE AND TRUST – ROLE OF IPCC IN THE EVOLVING FUTURE

監警會必竭盡所能履行法定職能，並在審核過程中找出改善建議，以進一步提升警隊的服務質素。

The Independent Police Complaints Council will do its utmost to discharge statutory duties and identify improvements during vetting to further enhance the service quality of the Police.

誠信
INTEGRITY

公正
IMPARTIALITY

獨立
INDEPENDENCE

封面設計以三稜鏡為主體，通透的晶體折射光線，代表監警會具透明度地處理每宗投訴個案；而三個基座稜角則分別象徵監警會的三個核心價值——獨立、公正、誠信。監警會亦冀望市民、警隊和會方三者之間能夠進一步「建立互信」，共同「迎向未來」，攜手鞏固香港的兩層架構投訴警察制度。

Prism is applied as the design theme in this Report. The light beam refracting through the clear crystal signifies that the IPCC ensures every complaint case is handled in a transparent manner, while the three base corners symbolise the three core values of the IPCC, viz. independence, impartiality and integrity. It is hoped that the public, the Police and the Council could continue to build mutual trust in the evolving future and to act in concert to consolidate the two-tier police complaints system in Hong Kong.