



2

監察投訴處理 Monitoring the Handling of Complaints

調查報告及指控數字

Number of investigation reports and allegations

接獲及通過的須匯報投訴個案數字

Number of Reportable Complaint cases received and endorsed

	2019/20	2018/19
接獲的須匯報投訴個案 Reportable Complaint cases received	1,478	1,521
通過的須匯報投訴個案 Reportable Complaint cases endorsed	1,293	1,527

在本報告期內（2019年4月1日至2020年3月31日），監警會共接獲投訴警察課1,478宗新的須匯報投訴個案的調查報告，按年下降2.8%。

同期，監警會通過了1,293宗須匯報投訴個案的調查結果（包括55宗覆檢個案），按年下降15.3%。除了覆檢個案外，涉及的指控有2,209項，按年下降10.4%，其中主要的三項指控依次序為「疏忽職守」、「行為不當／態度欠佳／粗言穢語」及「毆打」。

During the reporting period (1 April 2019 to 31 March 2020), the IPCC received reports from CAPO on the investigation of 1,478 new Reportable Complaint cases, which represented a decrease of 2.8% compared to last year.

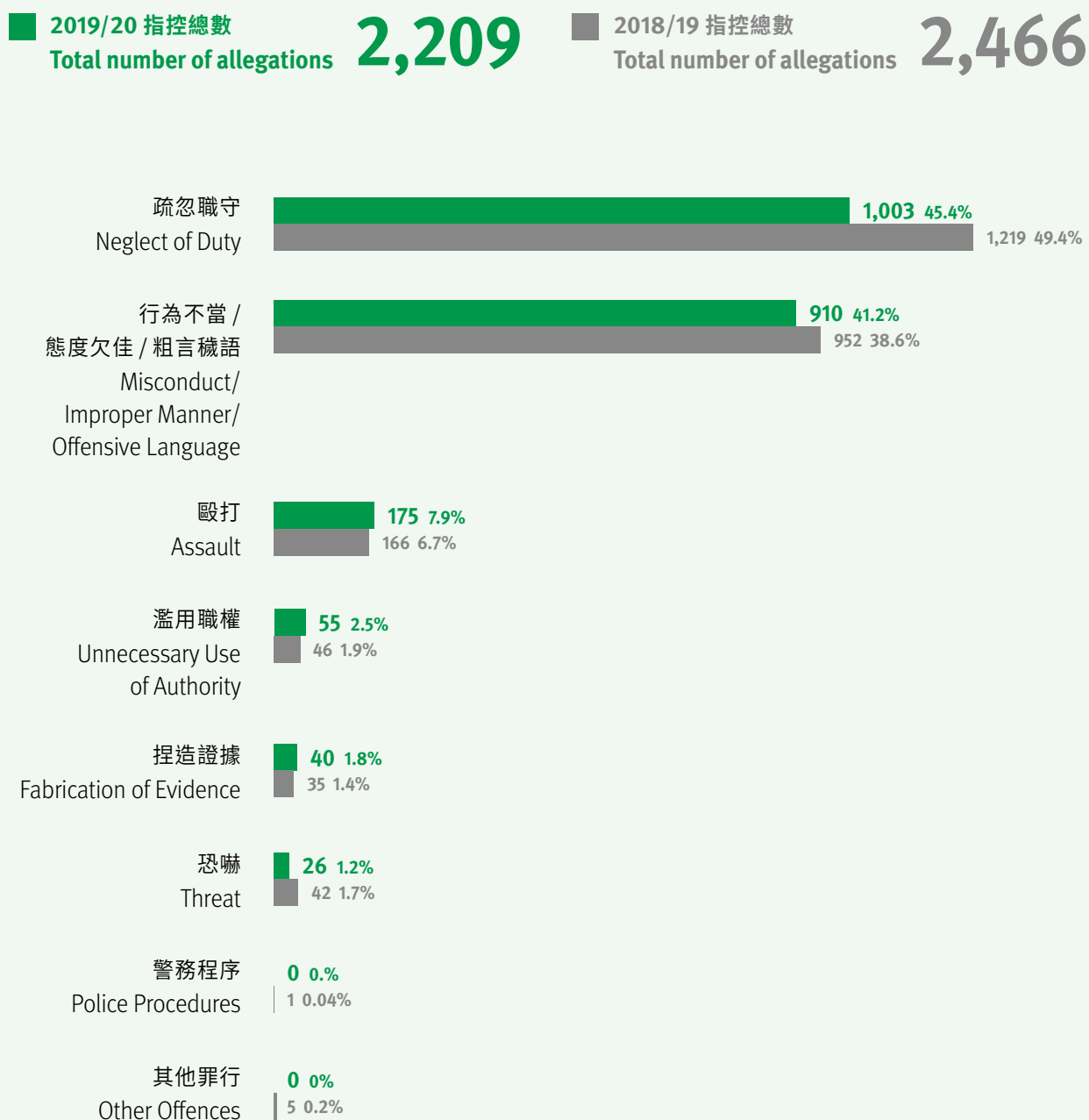
In the same period, the IPCC endorsed the results of investigations for 1,293 Reportable Complaint cases (including 55 reviewed cases), a decrease of 15.3% compared to the previous year. There were a total of 2,209 allegations, excluding the reviewed cases, a decrease of 10.4% compared to last year. The three major allegations in descending order were “Neglect of Duty”, “Misconduct/ Improper Manner/ Offensive Language” and “Assault”.

通過的指控數字（按性質分類）可見下表：

The following chart shows details of the number of allegations endorsed (by nature):

監警會通過的指控

Allegations endorsed by the IPCC



註：由於進位原因，百分率的總和可能未必是100%。
年度數字截至該年度的3月31日。

Note: Percentage shares may not add up to exactly 100% due to rounding of figures.
Figures are as at 31 March of the respective reporting year.

調查結果

Investigation results

在2019/20年度獲通過的2,209項指控中，經全面調查的指控有797項，當中57項被列為「獲證明屬實」，佔所有經全面調查指控的7.2%。19項被列為「未經舉報但證明屬實」（佔2.4%），2項被列為「無法完全證明屬實」（佔0.3%），257項被列為「無法證實」（佔32.2%），403項被列為「並無過錯」（佔50.6%），59項則被列為「虛假不確」，佔總數的7.4%。

在其餘的1,412項無需進行全面調查的指控中，202項「透過簡便方式解決」，佔無需進行全面調查指控中的14.3%。462項被列為「投訴撤回」（佔32.7%），748項被列為「無法追查」（佔53.0%）。沒有指控被列為「終止調查」。

Of the 2,209 allegations endorsed in 2019/20, 797 were fully investigated. Of these, 57 (7.2% of fully investigated allegations) were classified as “Substantiated”; 19 (2.4%) as “Substantiated Other Than Reported”; 2 (0.3%) as “Not Fully Substantiated”; 257 (32.2%) as “Unsubstantiated”; 403 (50.6%) as “No Fault” and 59 (7.4%) as “False”.

Of the remaining 1,412 allegations which did not require full investigation, 202 (14.3% of those not fully investigated) were “Informally Resolved”; 462 (32.7%) were classified as “Withdrawn”; 748 (53.0%) as “Not Pursuable”. There was no allegation being classified as “Curtailed”.



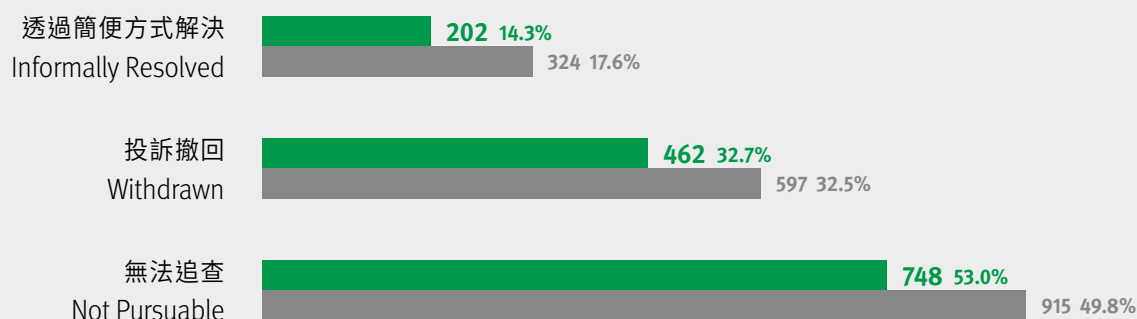
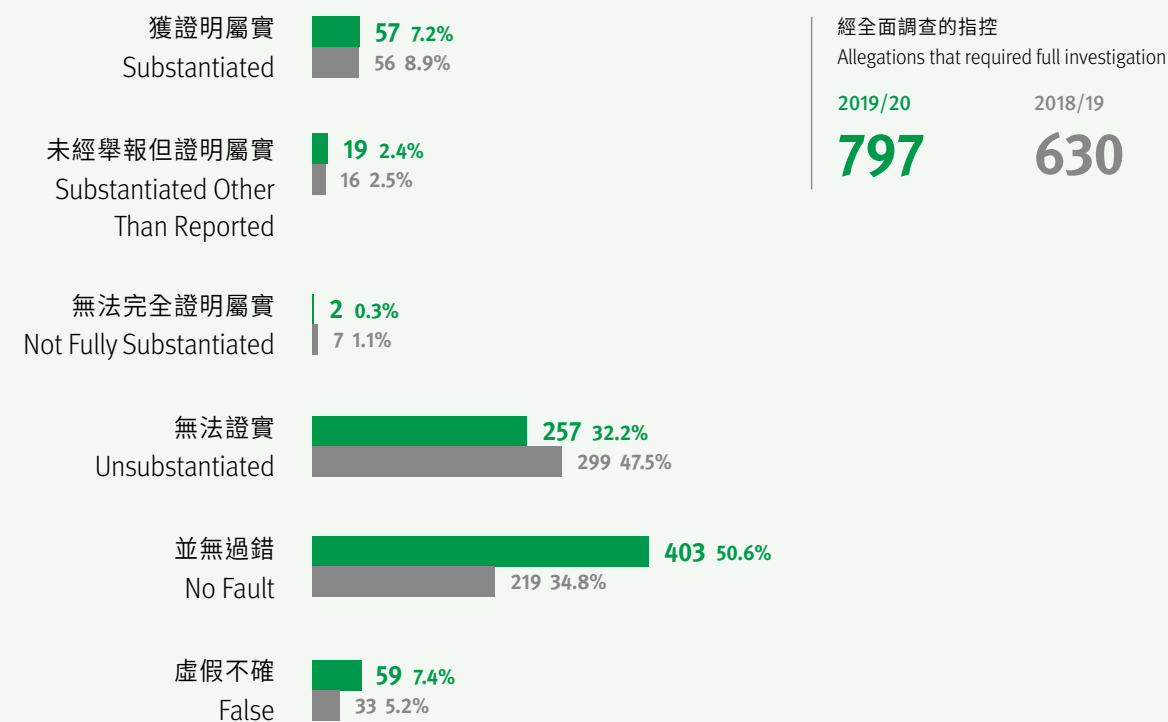
2018/19和2019/20年度的調查結果數據比較可見下表：

The following table shows a comparison of the figures regarding investigation results between 2018/19 and 2019/20:

監警會通過的調查結果

Investigation results endorsed by the IPCC

2019/20 指控總數 **2,209** Total number of allegations
2018/19 指控總數 **2,466** Total number of allegations



註：由於進位原因，百分率的總和可能未必是100%。
年度數字截至該年度的3月31日。

Note: Percentage shares may not add up to exactly 100% due to rounding of figures.
Figures are as at 31 March of the respective reporting year.

無需進行全面調查的指控
Allegations that did not require full investigation

2019/20 **1,412** 2018/19 **1,836**

監警會通過的須匯報投訴個案的指控數字（根據性質和調查結果劃分）

Number of allegations involved in the Reportable Complaint cases endorsed by the IPCC (by nature and by results of investigations)

年份 Year	疏忽職守 Neglect of Duty		行為不當 / 態度欠佳 / 粗言穢語 Misconduct/ Improper Manner/ Offensive Language		毆打 Assault		濫用職權 Unnecessary Use of Authority	
	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19
經全面調查的指控 Allegations that required full investigation								
獲證明屬實 Substantiated	41	41	15	14	0	0	1	1
未經舉報 但證明屬實 Substantiated Other Than Reported	17	16	1	0	0	0	1	0
無法完全證明 屬實 Not Fully Substantiated	1	3	0	2	1	1	0	0
無法證實 Unsubstantiated	76	123	147	145	19	14	9	13
並無過錯 No Fault	281	161	91	38	2	5	24	13
虛假不確 False	8	0	14	5	13	11	1	0
小計 Subtotal	424	344	268	204	35	31	36	27
無需進行全面調查的指控 Allegations that did not require full investigation								
透過簡便方式 解決 Informally Resolved	79	149	123	175	0	0	0	0
投訴撤回 Withdrawn	216	324	201	212	29	38	6	4
無法追查 Not Pursuable	284	402	318	361	111	97	13	15
小計 Subtotal	579	875	642	748	140	135	19	19
總數 Total	1,003	1,219	910	952	175	166	55	46

捏造證據 Fabrication of Evidence		恐嚇 Threat		警務程序 Police Procedures		其他罪行 Other Offences		總數 Total	
2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20	2018/19
0	0	0	0	0	0	0	0	57	56
0	0	0	0	0	0	0	0	19	16
0	1	0	0	0	0	0	0	2	7
0	1	6	2	0	0	0	1	257	299
3	1	2	0	0	0	0	1	403	219
21	15	2	1	0	0	0	1	59	33
24	18	10	3	0	0	0	3	797	630
0	0	0	0	0	0	0	0	202	324
7	5	3	12	0	0	0	2	462	597
9	12	13	27	0	1	0	0	748	915
16	17	16	39	0	1	0	2	1,412	1,836
40	35	26	42	0	1	0	5	2,209	2,466

警方對違規人員採取的跟進行動

Police actions against defaulting officers

在本報告年度獲監警會通過的個案中，共有80名警務人員需接受紀律聆訊或其他內部行動，涉及60宗個案。分項數字見下表：

In this reporting year, disciplinary proceedings or internal actions were taken against 80 police officers regarding 60 cases endorsed by the IPCC. The following table shows the breakdown of figures:

警方於 2018/19 及 2019/20 年度就監警會通過的投訴個案向違規的警務人員採取的行動

Police actions taken against defaulting officers regarding cases endorsed by the IPCC during 2018/19 and 2019/20

	人員數目 Number of officers	
	2019/20	2018/19
A 刑事訴訟 Criminal proceedings	0	0
B 紀律覆檢 Disciplinary review	2	6
C 其他內部行動 Other internal actions		
警告 Warnings	25	15
訓諭 Advice	53	60
總數 Total	80	81

註：2018/19年度的數字已因應部分個案覆核後，予以調整。

Note: Figures for 2018/19 have been adjusted following case reviews.

向投訴警察課提出質詢

Queries raised with CAPO

在2019/20年度，監警會向投訴警察課合共提出1,244項質詢，內容包括監警會向投訴警察課提出的各類要求，例如更改調查報告的內容，就報告內容提供更多資料及澄清，以及監警會就警方的工作常規或程序提供改善建議等。

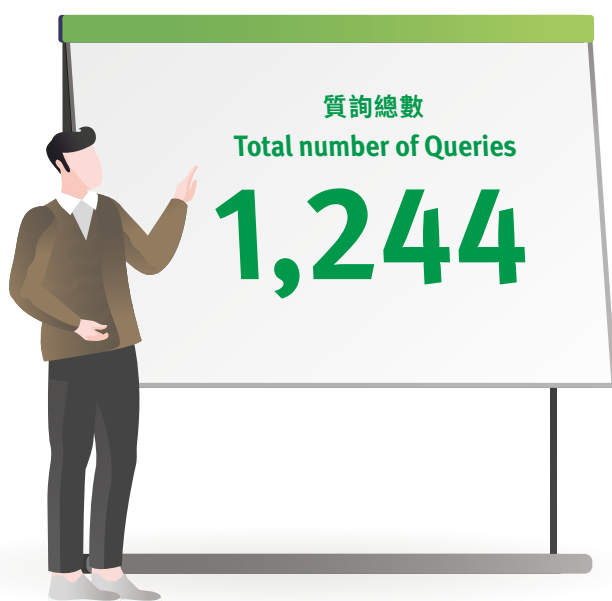
根據《監警會條例》，投訴警察課必須回覆監警會的質詢。每當監警會收到投訴警察課的回覆，審核團隊會研究當中的資料、解釋及觀點，然後提交予委員組成的審核小組考慮是否接納其回覆。有需要時，監警會可以就同一事項向投訴警察課再提出質詢，或將事項提交到工作層面會議上和投訴警察課商討，直至監警會滿意其解釋，才會通過該宗投訴個案。

報告期內，共有747項質詢需要再作跟進，其餘的質詢則經由監警會再質詢或雙方開會討論後，得到滿意解釋及解決。

The IPCC raised a total of 1,244 Queries to CAPO in 2019/20. These Queries included various requests to CAPO, for example, changing the content of the investigation reports, providing more information and clarification regarding the reports, and the IPCC making improvement recommendations on the Police practices and procedures, etc.

According to the IPCCO, CAPO must reply to the IPCC's Queries. When the IPCC receives the responses from CAPO, the vetting team will scrutinise the information, explanations and views before passing on to the Members of vetting Sub-groups for consideration of accepting the reply. When necessary, the IPCC may raise follow-up Queries regarding the same matters, or bring up the matters to the working level meetings for further discussion with CAPO. Investigation reports will be endorsed only when the IPCC is satisfied with the explanations.

During the reporting period, there were 747 Queries requiring further actions. The remaining Queries were given satisfactory explanation and resolved after further Queries by the IPCC or discussion with CAPO at meetings.



監警會
IPCC



投訴警察課
CAPO

監警會提出質詢的詳細數據請見下表：

The following table shows the breakdown of figures regarding Queries raised by the IPCC:

質詢總數 Total number of Queries		1,244		需要再作跟進的質詢 Number of Queries requiring further actions		747	
		質詢總數 Total number of Queries				需要再作跟進的質詢 Number of Queries requiring further actions	
年份 Year		2019/20	2018/19	2019/20		2018/19	
質詢性質 Nature of Queries							
調查結果分類 Classification of investigation results		361	258	212		147	
改善警隊常規和程序的建議 Recommended improvements to police practices and procedures		17	23	16		19	
遵從警務常規和程序 Compliance with police practices and procedures		8	14	3		3	
行使警權的理由 Reasons for exercising police power		2	9	1		0	
對處理違規人員的行動提出意見 Comments on actions against defaulting officers		16	14	12		11	
澄清調查報告資料 Clarification of information in investigation reports		628	301	398		202	
調查透徹度 Investigation thoroughness		155	107	77		59	
其他質詢 Other Queries		57	51	28		33	
總數 Total		1,244	777	747		474	

調查結果分類

監警會在2019/20年度就調查結果分類提出361項質詢，而投訴警察課需要再作跟進的質詢共有212項，因此予以修正調查結果的指控有220項，包括：

Classification of investigation results

A total of 361 Queries were raised by the IPCC in 2019/20 regarding the classification of findings, of which 212 required further actions by CAPO and in consequence, the investigation results of 220 allegations were reclassified, including:

23	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 → to	「獲證明屬實」 “Substantiated”
10	項 reclassified from	「並無過錯」 “No Fault”	改列為 → to	「獲證明屬實」 “Substantiated”
1	項 reclassified from	「無法追查」 “Not Pursuable”	改列為 → to	「獲證明屬實」 “Substantiated”
3	項 reclassified from	「投訴撤回」 “Withdrawn”	改列為 → to	「獲證明屬實」 “Substantiated”
17	項 reclassified from	「並無過錯」 “No Fault”	改列為 → to	「無法證實」 “Unsubstantiated”
69	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 → to	「並無過錯」 “No Fault”
6	項 reclassified from	「無法追查」 “Not Pursuable”	改列為 → to	「虛假不確」 “False”

更改分類的詳細數據請參考下表：

The following table shows the breakdown of figures regarding changes of classifications:

原來分類 Original classification	最後分類 Final classification							總數 Total
	獲證明屬實 Substantiated	無法完全 證明屬實 Not Fully Substantiated	無法證實 Unsubstantiated	並無過錯 No Fault	虛假不確 False	無法追查 Not Pursuable	投訴撤回 Withdrawn	
獲證明屬實 Substantiated	–	0	1	0	0	0	0	1
無法完全 證明屬實 Not Fully Substantiated	1	–	0	0	0	0	0	1
無法證實 Unsubstantiated	23	1	–	69	5	3	0	101
並無過錯 No Fault	10	0	17	–	9	6	3	45
虛假不確 False	0	0	0	0	–	2	0	2
無法追查 Not Pursuable	1	1	1	38	6	–	3	50
投訴撤回 Withdrawn	3	0	0	17	0	0	–	20
總數 Total	38	2	19	124	20	11	6	220

此外，監警會年內通過了19項「未經舉報但證明屬實」的指控，當中有五項是經監警會提出質詢後而增加的。另外有八宗事件記錄為「旁支事項」*。

Moreover, the IPCC endorsed 19 counts of “Substantiated Other Than Reported” allegations; of these, five were registered after the IPCC raised Queries. Another eight incidents were recorded as “Outwith” matters*.

*「旁支事項」是指任何違反紀律或警隊通令的事項。這些事項在調查過程中被披露，但與投訴內容並無密切關係。

* An “Outwith” matter refers to any breach of discipline or Police Force orders that has been disclosed in the course of a complaint investigation but is not closely related to the complaint.

改善警隊常規和程序的建議

根據《監警會條例》第8條(1)(c)，監警會可就警隊常規或程序中引致或可能引致投訴的缺失或不足之處，向警務處處長和/或行政長官作出建議。報告期內，監警會就改善警隊常規和程序作出了17項建議。

Recommended improvements to police practices and procedures

Under section 8(1)(c) of the IPCCO, the IPCC may make recommendations to the Commissioner of Police and/or the Chief Executive if it identifies any fault or deficiency in a police practice or procedure that has led to or might lead to a complaint. During this reporting period, the IPCC suggested 17 improvement measures to the Police.

遵從警務常規和程序

監警會可向投訴警察課提出質詢，以確定投訴個案涉及的警務人員在行使職權時，是否已遵從有關警務常規和程序。報告期內，屬於這類的質詢共有八項。

Compliance with police practices and procedures

The IPCC may raise Queries with CAPO to ascertain if the police officers involved in a complaint case have complied with relevant police practices and procedures in exercising their constabulary powers. During this reporting period, eight Queries were raised under this category.

行使警權的理由

監警會亦關注警務人員在執勤時的警權運用。報告期內，監警會就警務人員在運用警權時的理據提出兩項質詢。

Reasons for exercising police power

The use of police power by officers in the discharge of their duties is also a concern of the IPCC. During this reporting period, the IPCC raised two Queries with respect to reasons for the use of police power.

對處理違規人員的行動提出意見

雖然向警務人員發出訓諭或採取紀律行動屬警務處處長的職權，但監警會仍可就已經或將會採取的行動提出意見，例如行動是否能適當反映過失的嚴重性等。報告期內，監警會曾就有關事項提出16項質詢。

Comments on actions against defaulting officers

While the dispensing of advice or disciplinary action to police officers is a matter for the Commissioner of Police, the IPCC will examine the actions taken or to be taken to ascertain whether they commensurate with the seriousness of the offences. The IPCC raised 16 Queries on such actions during the reporting period.

澄清調查報告資料

報告期內，監警會就投訴調查報告內含糊不清的地方，共提出了628項質詢，例如要求投訴警察課就投訴的背景提供更多資料。

Clarification of information in investigation reports

During this reporting period, the IPCC raised 628 Queries regarding the ambiguous points in investigation reports. For example, CAPO was requested to provide more background information of complaint cases.

調查透徹度

報告期內，監警會共提出155項有關調查透徹程度的質詢，即要求投訴警察課就調查採取更深入的行動，例如會見證人和收集更多證據等。

Investigation thoroughness

During this reporting period, the IPCC raised 155 Queries regarding the thoroughness of police investigations. These Queries included requests to CAPO for more in-depth investigation by conducting interview with witness and collection of more evidence.

審核個案所需時間

Time required for examining complaint cases

審核投訴個案所需日數會因應個案的複雜情況、監警會是否同意投訴警察課的觀點等多個因素而定。性質輕微或瑣碎的投訴，已循「透過簡便方式解決」及表達不滿機制處理，所以需要經全面調查後提交給監警會的投訴個案，性質相對複雜，審核時間亦較長。

審核個案的平均所需日數由2018/19年度的78天上升至2019/20年度的125天。

The number of days required to examine a complaint case depends on a number of factors, such as the complexity of the case and whether the IPCC agrees with CAPO's views. Complaints that are relatively minor or frivolous in nature are handled via "Informal Resolution" and Expression of Dissatisfaction Mechanism. The complaint cases requiring full investigation are of a more complicated nature and it is more time consuming to meticulously scrutinise this type of complaint cases.

The average number of days required to examine an investigated case increased from 78 days in 2018/19 to 125 days in 2019/20.

觀察員計劃

Observers Scheme

2019/20 觀察總數

Total number of observation

2,127

2018/19 觀察總數

Total number of observation

1,874

2019/20年度，監警會的委員及觀察員共進行了2,127次觀察，較去年上升13.5%，當中預先安排的有2,117次，未經預約的有10次。在2,127次觀察中，有1,496次是觀察會面，其餘631次是觀察證據收集的工作。

Under the Observers Scheme, 2,127 observations were conducted by Members and Observers of the IPCC in the year 2019/20, representing a 13.5% increase compared to last year. Among them, 2,117 were scheduled observations and 10 were conducted without prior appointment. Of the 2,127 observations, 1,496 involved the conducting of interviews and 631 involved the collection of evidence.

預先安排和未經預約觀察的分項數字 Number of scheduled observations and observations without prior appointment

	2019/20	2018/19
預先安排 Scheduled	2,117	1,841
未經預約 Without prior appointment	10	33
總數 Total	2,127	1,874

觀察會面和證據收集工作的分項數字 Number of observations of interviews and collection of evidence

	2019/20	2018/19
觀察會面 Interviews	1,496	1,629
證據收集 Collection of evidence	631	245
總數 Total	2,127	1,874

投訴警察課的通知 Notifications from CAPO

觀察員出席觀察及接獲通知的數字

Number of observations attended by IPCC Observers and notifications received

	2019/20	2018/19
出席觀察 Observations attended	2,127	1,874
接獲通知 Notifications received	2,204	1,969
出席比率 (觀察 / 接獲通知) Attendance rate (Observations / Notifications received)	96.5%	95.2%

投訴警察課會盡量在可行的情況下，於進行會面或證據收集前，給予監警會不少於48小時的通知。在2019/20年度，監警會接獲投訴警察課2,204次通知。

在本報告期內，監警會觀察員出席了2,127次觀察，包括觀察會面和證據收集，佔整體通知的96.5%，出席比率較去年上升了1.3%。

CAPO has agreed that, insofar as practicable, the IPCC will be notified at least 48 hours in advance of any impending interview or collection of evidence. In 2019/20, 2,204 notifications were received from CAPO.

During this reporting period, IPCC Observers attended 2,127 observations, including interviews and the collection of evidence, comprising 96.5% of the notifications received. The attendance rate increased by 1.3% compared to last year.

須知會投訴 Notifiable Complaints

須知會投訴個案數字

Number of Notifiable Complaint cases

	2019/20	2018/19
經監警會審核的須知會投訴個案 Notifiable Complaint cases examined by the IPCC	1,686	617
重新歸類為須匯報投訴 Cases re-categorised as Reportable Complaints	6	2

根據《監警會條例》第9條，投訴警察課須定期向監警會提交須知會投訴的個案撮要以供檢視，並解釋將該投訴歸類為須知會投訴的理由。若監警會認為某宗投訴應歸類為須匯報投訴，便會向投訴警察課作出相應的建議，投訴警察課亦需重新考慮該宗投訴的歸類。

在報告期內，監警會審核了1,686宗須知會投訴的個案撮要，較去年同期上升173.3%。經審核後，其中六宗投訴個案應監警會建議被重新歸類為須匯報投訴。

Under section 9 of the IPCCO, CAPO must regularly submit a summary of Notifiable Complaints to the IPCC for examination and explain the reasons for categorising the complaints as Notifiable Complaints. If the IPCC considers that any of these cases should be classified as Reportable Complaints instead, the IPCC will give suggestions to CAPO accordingly, and CAPO will then need to reconsider the categorisation.

During the reporting period, summaries of 1,686 Notifiable Complaints were examined by the IPCC, an increase of 173.3% compared to the previous year. After examination, six cases were re-categorised as Reportable Complaints as per the IPCC's recommendations.

表達不滿機制

Expression of Dissatisfaction Mechanism (EDM)

為更有效處理性質輕微的投訴個案和善用資源，監警會和投訴警察課於2015年引入表達不滿機制，在正式投訴程序以外，為投訴人提供處理輕微投訴的另一項選擇。

在機制下，作出投訴的市民能透過投訴警察課把其不滿及意見直接向有關警區的指揮官反映。如投訴人不滿意表達不滿機制處理投訴的結果，亦可要求重新以正式投訴的方式處理投訴。為確保機制不被濫用及個案分類恰當，投訴警察課需定期提交有關表達不滿機制個案的列表予監警會審核。

在報告期內，監警會共檢視了528宗經由表達不滿機制處理的個案，較去年下跌了25.6%。經監警會審核後，其中三宗個案應監警會建議被重新歸類為須匯報投訴。

To handle minor complaints more effectively and make optimal use of investigation resources, the IPCC and CAPO introduced the EDM in 2015 as an alternative to the formal complaint investigation process for handling minor complaints.

Through the EDM, a Complainant can directly reflect his/her dissatisfaction and views to the commander of the Formation concerned. If the Complainant is still not satisfied with the results of the EDM, he/she may lodge a formal complaint. In order to maintain the integrity of the EDM and ensure appropriate categorisation, CAPO is required to regularly submit a gist of the EDM cases to the IPCC for vetting.

During the reporting period, the IPCC examined 528 EDM cases, a decrease of 25.6% compared to the previous year. Among these cases, three cases were re-categorised as Reportable Complaints as per the IPCC's recommendations.

表達不滿機制的個案數字 Number of EDM cases

	2019/20	2018/19
經監警會審核的表達不滿機制個案 EDM cases examined by the IPCC	528	710
重新歸類為須匯報投訴 Cases re-categorised as Reportable Complaints	3	8
重新歸類為須知會投訴 Cases re-categorised as Notifiable Complaints	0	1

註：2018/19年度的數字已因應部分個案經審視後，予以調整。
Note: Figures for 2018/19 have been adjusted following case examination.

公眾查詢 Public enquiries

為提高透明度，監警會設立了不同途徑供市民向會方查詢或表達意見。在報告期內，監警會共收到52,335宗公眾透過電話、郵寄、電郵、傳真及親臨的查詢。除部分與監警會無直接關係的查詢外，其餘有關大型公眾活動、兩層架構投訴警察制度，包括投訴個案和觀察員計劃等查詢或意見，會方均已按服務承諾的時間回覆及適時跟進。

In order to enhance transparency, the IPCC has set up various channels for the public to put up enquiries or express their opinion. During the reporting period, the IPCC received 52,335 public enquiries via telephone, post, email, fax and in person. Excluding enquiries that are not directly related to the IPCC, those regarding the public order events, the two-tier police complaints system, including those relating to complaint cases and the Observers Scheme, were handled and followed up within the timeframe specified under the IPCC's performance pledge.