

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:

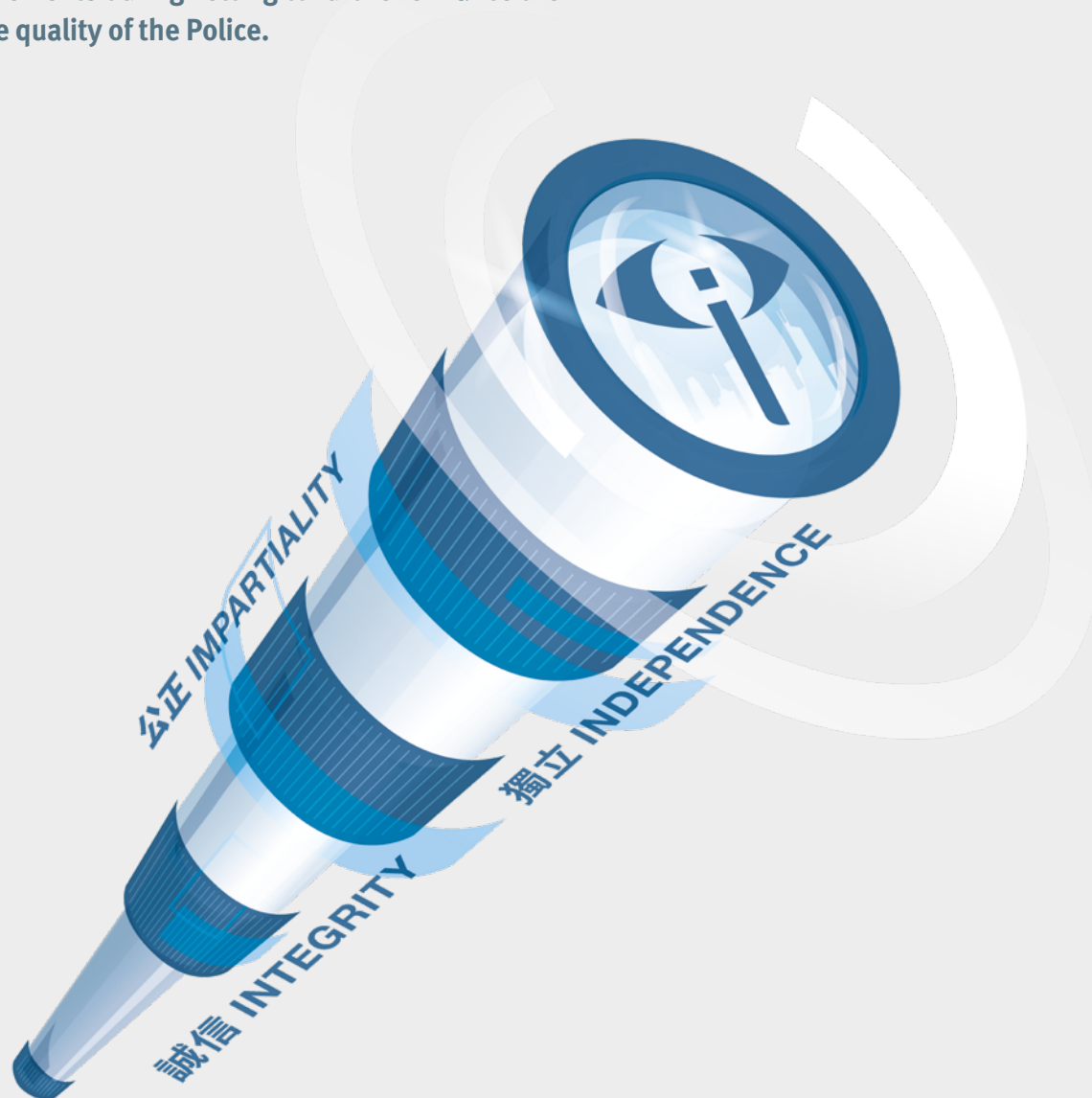
	個案的處理 Handling of cases	表現指標（標準回應時間）* Performance target (standard response time)*
查詢 Enquiries	致電 / 親臨 By telephone / in person	即時 Immediately
	書面 In writing	10天內 Within 10 days
監察投訴 Monitoring of complaints	一般個案 Normal cases 向投訴警察課提出不多於一輪質詢的輕微個案 (例如沒有禮貌或疏忽職守) Minor cases (such as Impoliteness or Neglect 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

監警會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 does its
utmost to discharge statutory duties and identify
improvements during vetting to further enhance the
service quality of the Police.



封面設計以望遠鏡為主體，由象徵監警會三個核心價值「獨立」、「公正」、「誠信」組成的鏡筒，表達會方堅守以證據為依歸、不偏不倚的準則審核每宗投訴個案。而監警會的標誌放於展現了香港天際線的鏡頭中心，代表監警會一直展望將來，透過作出具前瞻性的改善建議，鞏固兩層架構投訴警察制度，加強公眾對警隊的信任，並與持份者攜手為香港創造更好的未來。

Telescope is applied as the design theme in this Report. The telescope, with its three sections symbolising the three core values of the IPCC, viz. independence, impartiality and integrity, signifies that the IPCC has examined every complaint case based on evidence and in a fair and impartial manner. The IPCC logo placed against the Hong Kong skyline at the centre of the lens represents that the IPCC always looks towards the future. By making forward-looking recommendations for improvement, the IPCC consolidates the two-tier police complaints system, strengthens public trust of the Police, and works together with its stakeholders to build a brighter future for Hong Kong.