

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：

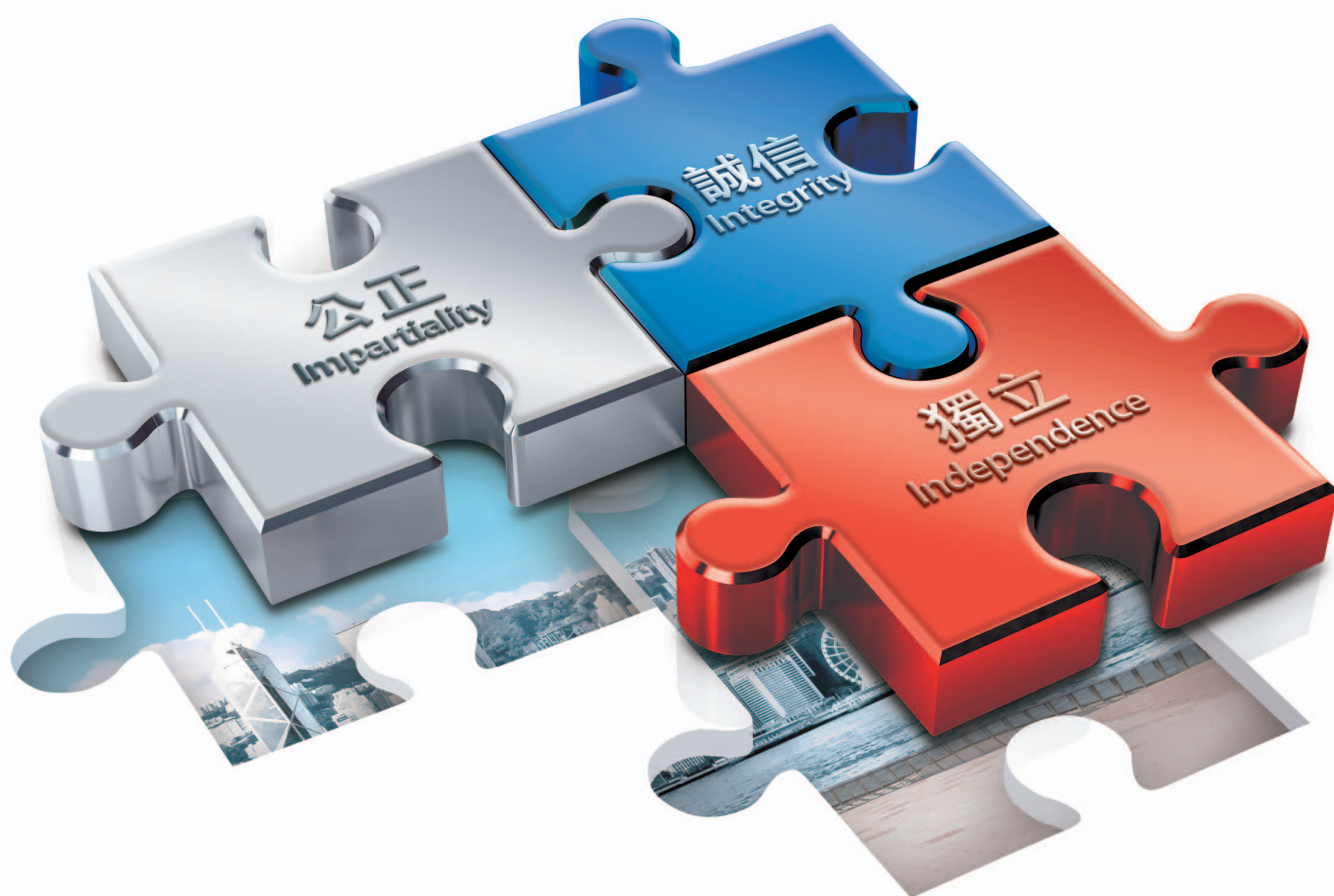
We attach great importance to efficient and quality performance.
Our performance pledges are:

	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.**



封面設計以代表監警會三個核心價值「獨立」、「公正」、「誠信」的拼圖為主體，表達會方秉持一貫以證據為依歸、不偏不倚的原則處理投訴。三塊環環緊扣的拼圖亦象徵監警會、警方和市民透過加強溝通和合作，建立互信，同心鞏固兩層架構投訴警察制度，攜手為提升警隊服務質素出一分力。

Jigsaw puzzle was applied as the design theme for this Report. The interlocked jigsaw puzzle pieces engraved with the three core values of the IPCC, viz. independence, impartiality and integrity, signified the IPCC's commitment in upholding its principles of handling all complaint cases fairly, impartially and based on evidence. The puzzle pieces also represented that by reinforcing communication and collaboration between the IPCC, the Police and the public, mutual trust could be built to strengthen the two-tier police complaints system and to rally concerted efforts to enhance the service quality of the Police Force to our community.