

主席前言 Chairman's Foreword



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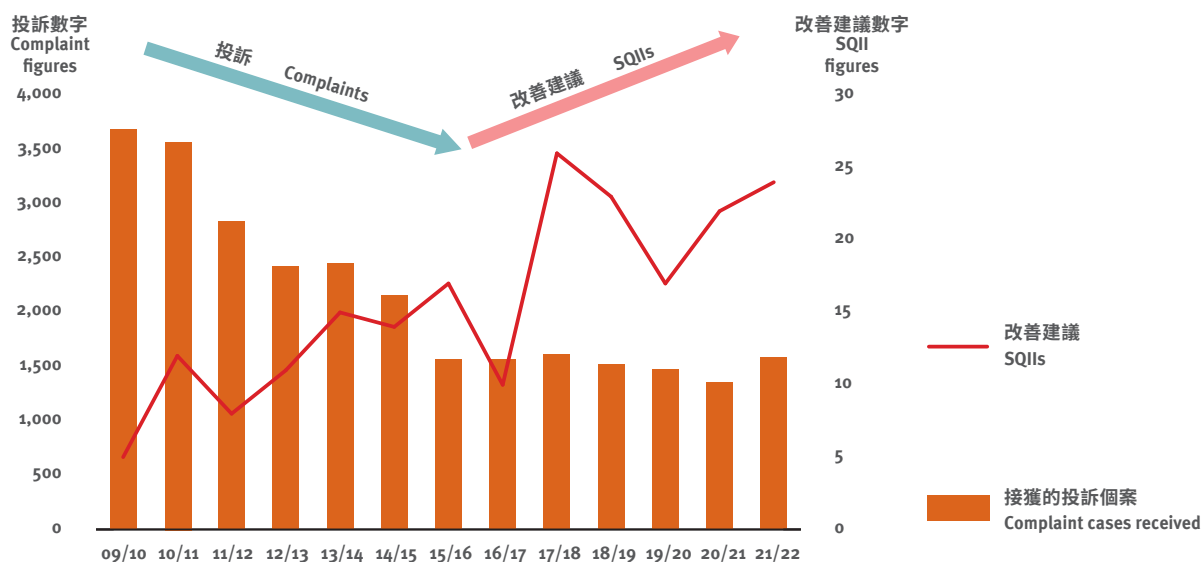
我很榮幸獲委任為獨立監察警方處理投訴委員會(監警會)主席。

監警會在過去一年雖然會務繁重，但意義深遠。一如往年，會方在審核投訴個案的過程中，就警隊常規和程序提出了一系列服務質素改善建議(改善建議)，而改善建議數目亦由2009/10年度的5項，遞增至2021/22年度的24項。縱觀12年間，會方累積提出超過200項改善建議，另外尚有專題審視報告中作出的52項建議。這些改善建議涉獵甚廣，範疇涵蓋警務守則和常規、培訓和執勤工作、設備和資訊科技，而這些涉及警方職責的建議更與本港市民的日常生活息息相關，譬如交通執法、截停搜查、處理公眾查詢等。

It is my honour to be appointed Chairman of the Independent Police Complaints Council (IPCC).

As in previous years, the past year has been a busy year at IPCC laden with meaningful work, notably, in making recommendations to the police on improvement of their practices and procedures that IPCC had identified in the examination of complaint cases. The number of such recommendations increased from 5 in 2009/10 to 24 in 2021/22, with an aggregate of more than 200 suggestions over the 12 years in the interim, without counting the 52 recommendations that IPCC made in the Thematic Study Report. IPCC's improvement suggestions, now titled "Service Quality Improvement Initiatives" (SQIIs), span police codes and practices, training and execution of duties, equipment and information technology, all relevant to police duties affecting daily lives of Hong Kong citizens, such as traffic enforcement, stop-and-search, dealing with public enquiries, et cetera.

2009/10至2021/22年度的投訴個案及改善建議數字 COMPLAINT AND SQII FIGURES FROM 2009/10 TO 2021/22



隨著改善建議數字連年攀升，投訴數字亦逐步下降，顯然投訴減少與警隊服務質素持續提高，兩者關係密不可分。一直以來，獨立、誠信和公正是監警會維持公信力的重要基石。我常與委員和秘書處職員分享，處理每宗投訴都必須秉持「以事實為基礎，以證據為依歸，在陽光下辦事」的原則。

監警會對維護整個投訴警察制度的運作責無旁貸。會方注意到每年分類為「無法追查」或「投訴撤回」的指控總數超過50%，箇中原因在於部分投訴人作出投訴後隨即杳如黃鶴，即使多番聯絡亦全無音訊；又或他們最終決定撤回投訴。在報告期內，這兩類調查結果分類的數字均居高不下。投訴警務人員乃嚴肅之事，務必認真對待。投訴人在提出投訴時，應留下聯絡方式，並在投訴警察課展開調查後，須及早就投訴事宜提供完整、真實和準確的資料。這是投訴人在享有投訴權利的同時，必須肩負的基本責任。我和委員去年亦屢次公開呼籲，投訴人向投訴警察課作出投訴後，應當一盡己任，積極履行公民義務。

The increase in the number of SQIIs over time has resulted in the reduction of the number of complaints. Quite clearly, continuous improvement of police service quality results in reduction of complaints. Of course, the very foundation of the credibility of IPCC rests firmly in its independence, integrity and fairness. I often share with Members and Secretariat staff the principle of handling each complaint strictly on the basis of fact and evidence, honestly, without fear or favour.

IPCC has a duty to safeguard the integrity of our police complaints system. Each year, more than 50% of the total number of allegations have been classified as “Not Pursuable” or “Withdrawn” because the complainants became out of reach after filing their complaints or withdrew their complaints. The figures in the reporting period remain at high levels. Lodging a complaint against a police officer is a solemn act which ought to be taken seriously. Whenever a complainant lodges a complaint, he ought to provide means of contact and, when CAPO makes enquiries with him, ought to promptly provide complete, true and accurate details regarding the complaint. This is the basic responsibility of a complainant that comes with the right to make a complaint. On many occasions last year, Members and I publicly appealed to complainants to fulfil their civic obligations after registering their complaints with CAPO.

監警會與本港各大公營機構一樣，在報告期內竭力應對第五波新冠疫情來襲。會方不僅嚴格遵守政府指引，更迅速採取措施保障所有人員的健康和安全，同時盡力確保委員會運作如常。我們的觀察員亦全力以赴，充分履行監察職能，在2021/22年度合共出席1,848次由投訴警察課進行的會面和證據收集工作，出席率高達99.1%，連續第六年呈上升趨勢。在會議安排方面，監警會各個小組委員會繼續以視像形式召開會議。即使在疫情高峰期，會方亦僅取消了一場公開聯席會議，其餘三場則透過現場直播方式如期舉行，致力維持透明度，讓公眾緊貼會方工作的最新進展。

為提升公眾對監警會角色的認知，委員會以真實投訴個案為藍本，製作並播放一連四集的電視劇《監警最前線》，吸引超過130萬人次觀看。在疫情下，我們繼續舉行網上講座和會議，與多所院校和各界持份者保持聯繫。我和一眾委員亦先後到訪港島總區指揮及控制中心和牛頭角警署，親身接觸前線警務人員，聆聽他們在執勤時所面對的種種挑戰，並了解警方落實服務質素改善建議的進度。會方計劃在來年探訪更多警隊單位，從而加深認識不同範疇的前線警務工作。

During the reporting period, IPCC, like other public organisations in Hong Kong, faced the fifth wave of the COVID-19 outbreak. IPCC rose quickly to the occasion by adopting measures to protect the health and safety of all concerned, in strict compliance with Government guidelines and, at the same time, maintaining as much as possible, a normal level of operation. Our Observers have remained fully committed to their monitoring function, attending 1,848 observations of interviews and collection of evidence conducted by CAPO with an attendance rate of 99.1% in 2021/22, the sixth consecutive year that the figures have been on the rise. The Council's committee meetings continued to be held, made possible by video-conferencing. One Joint Meeting was cancelled at the peak of the COVID-19 outbreak; three others held according to schedule were broadcast live to keep the public informed of our work.

To promote public awareness of the role of IPCC, the Council produced for broadcast a four-episode TV drama based on real complaint cases, the *IPCC Frontline*. There have been over 1.3 million views. We continued to hold school seminars and meetings with stakeholders, via the internet during the pandemic. To reach out to frontline officers, Members and I visited the Hong Kong Island Regional Command and Control Centre and Ngau Tau Kok Police Station to engage with officers, hearing from them first hand the challenges they face at work and to observe the progress of police's implementation of SQIIs. We intend to visit more police formations to gain a better understanding of frontline work.



監警會到訪港島總區指揮及控制中心，視察999控制台在落實改善措施後的運作情況。

IPCC visited the Regional Command and Control Centre (Hong Kong Island Regional Headquarters) to observe the operational circumstances of the 999 Console after improvement measures had been implemented.

監警會前往牛頭角警署，了解新一代報案室的優化設施如何協助警隊提升整體運作效率並減少投訴。

IPCC paid a visit to Ngau Tau Kok Police Station to learn how the enhanced facilities in the New Generation Report Room helped strengthen the overall operational efficiency of the police and reduce complaints.



我衷心感謝上屆主席梁定邦博士為監警會奠下堅實基礎，讓會方一如既往，悉力履行各項法定職能。我亦向現任委員、觀察員和秘書處職員致以由衷謝意，感謝大家一直全力維護公平公正、對公眾問責的投訴制度。我同時多謝榮休委員錢志庸先生、藍德業先生和林定國先生在任內對監警會貢獻良多。

香港是全球最安全的都會之一，犯罪率素來維持在極低水平，讓港人引以為傲。得此美譽，實有賴我城擁有敬業、專業和盡責的警隊、行之有效的投訴制度，以及市民奉公守法的優良文化。時代在變，但我深信監警會在未來定當堅守使命，全「心」全「力」履行會方職能，「心」繫市民，「力」臻至善。

I would like to express my heartfelt gratitude to my predecessor, Dr Anthony Neoh, for laying a solid foundation on which IPCC can continue to discharge its statutory duties well. I thank our current Members and Observers, as well as our Secretariat staff, who never falter in their commitment towards a fair complaints system which is accountable to the public. I also thank Messrs. Barry Chin, Douglas Lam and Paul Lam, Members who have departed IPCC, for their invaluable contribution to IPCC's work.

Hong Kong takes pride in being one of the safest cities in the world with a very low crime rate. We have a highly committed, professional and responsible police force, an effective complaints system and an admirable law-abiding culture among citizens. I am confident that, whatever the future holds, IPCC will remain true to its mission and capable of fully discharging its duties, always committed to serving the best interest of the people of Hong Kong.

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監警會主席
IPCC Chairman