

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

監警會充分履行法定職能，
公平審核每宗投訴個案，
並積極提出改善建議，
以提升警隊服務質素。

The IPCC fully performs its statutory functions by
examining each complaint case impartially, and
proactively recommending improvements
to enhance the police service quality.



本封面的設計概念源自牛頓擺。牛頓擺以球體撞擊傳送動能，透過一個球體的動能輸送，帶動另一個球體的擺動。設計概念展現「監警會」(球一)透過提出一系列「改善建議」(球二)，與警方一同帶動「改變」(球三)，提升警隊的服務質素，從而建立堅實的「互信」(球四)基礎，加強公眾對本港兩層架構投訴警察制度的信心。

The Newton's cradle is the inspiration behind the cover design concept. As one sphere strikes its neighbour, its kinetic energy is transferred, driving another sphere to swing out. The design illustrates how the "IPCC" (Sphere 1), by putting forward a range of "SQILs" (Sphere 2), drives "Change" (Sphere 3) with the police to enhance the Force's service quality, and thereby builds a solid foundation for mutual "Trust" (Sphere 4) to strengthen public confidence in Hong Kong's two-tier police complaints system.