

監察投訴處理

**Monitoring the
Handling of Complaints**

2



在陽光下運作
以證據為依歸
以事實為基礎

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		
	2024/25	2023/24
接獲的須匯報投訴個案 Reportable Complaint cases received	1,783	1,617
通過的須匯報投訴個案 Reportable Complaint cases endorsed	1,790	1,631

在報告期內(2024年4月1日至2025年3月31日)，監警會共接獲投訴警察課1,783宗新的須匯報投訴個案的調查報告，按年增加10.3%。

同期，監警會通過了1,790宗須匯報投訴個案的調查結果(包括22宗覆檢個案)，按年增加9.7%。除了覆檢個案外，涉及的指控有2,530項，按年增加9.1%，其中首三類最多的指控依次序為「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 2024 to 31 March 2025), the IPCC received reports from CAPO on the investigation of 1,783 new Reportable Complaint cases, representing an increase of 10.3% compared to the previous year.

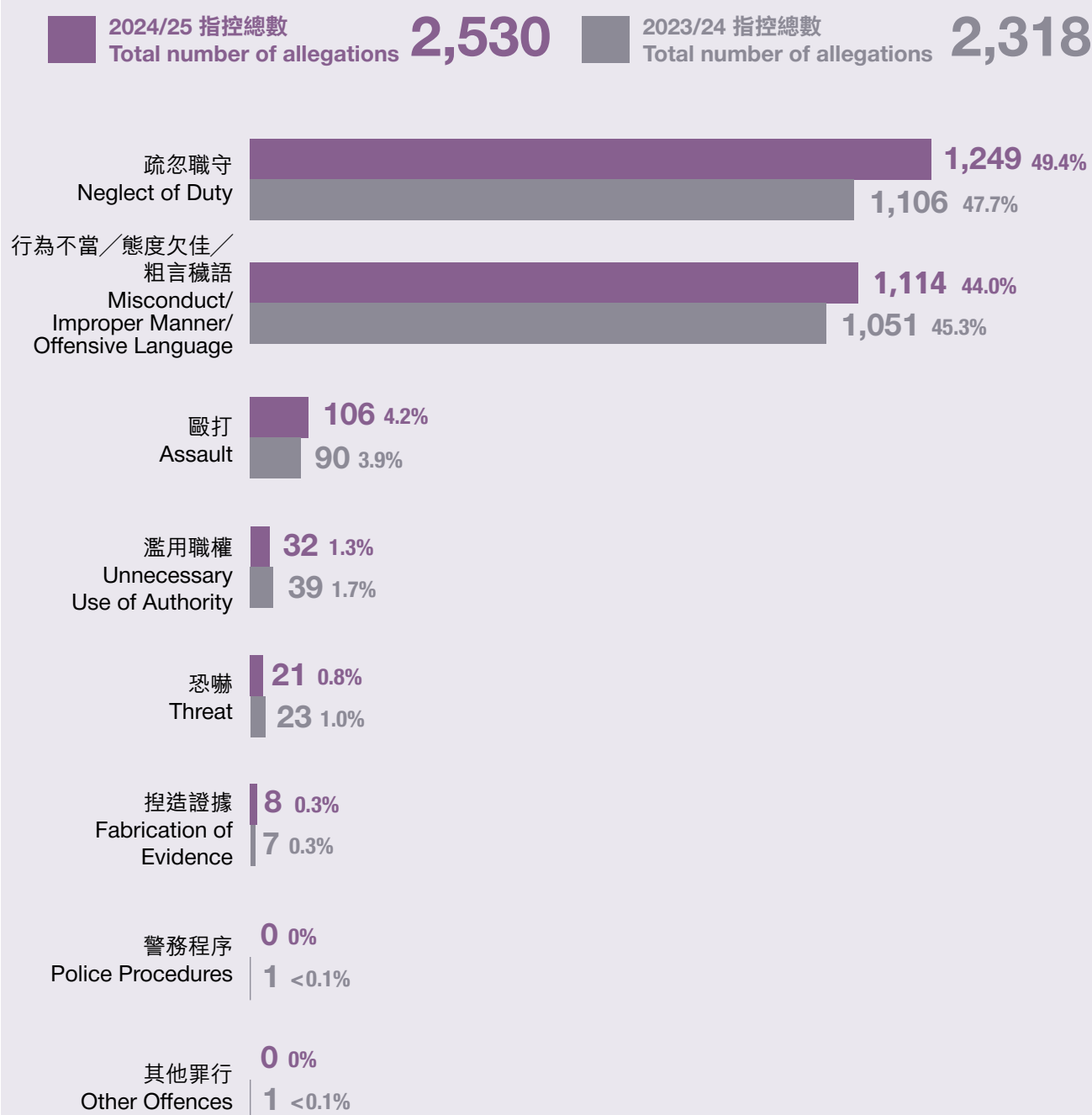
In the same period, the IPCC endorsed the results of investigation for 1,790 Reportable Complaint cases (including 22 review cases), representing an increase of 9.7% compared to the previous year. There were a total of 2,530 allegations excluding the review cases, representing an increase of 9.1% compared to the previous year. The top three 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)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，百分率的總和未必是100%。
年度數字截至該年度的3月31日。

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

調查結果

Investigation Results

在2024/25年度獲通過的2,530項指控中，經全面調查的指控有309項，當中38項被列為「獲證明屬實」（佔所有經全面調查指控的12.3%）。30項被列為「未經舉報但證明屬實」（佔9.7%），139項被列為「無法證實」（佔45.0%），87項被列為「並無過錯」（佔28.2%），15項則被列為「虛假不確」（佔4.9%）。沒有指控被列為「無法完全證明屬實」。

在其餘的2,221項無需進行全面調查的指控中，234項「透過簡便方式解決」（佔無需進行全面調查指控的10.5%）。1,045項被列為「投訴撤回」（佔47.1%），942項被列為「無法追查」（佔42.4%）。

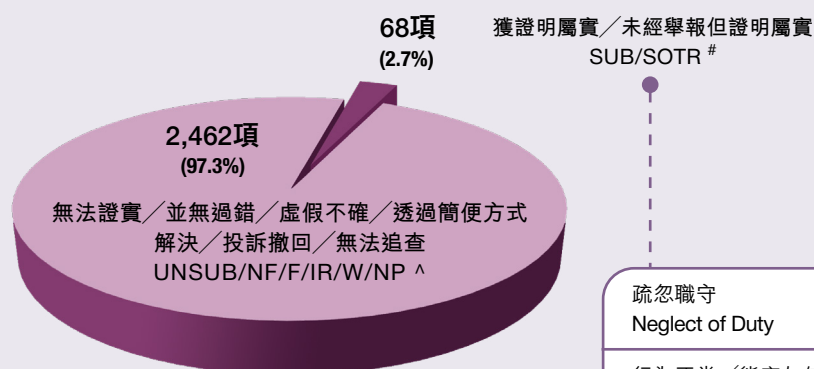
Among the 2,530 allegations endorsed in 2024/25, 309 were fully investigated. 38 were classified as "Substantiated" (12.3% of those fully investigated), 30 as "Substantiated Other Than Reported" (9.7%), 139 as "Unsubstantiated" (45.0%), 87 as "No Fault" (28.2%), and 15 as "False" (4.9%). There was no allegation classified as "Not Fully Substantiated".

Among the remaining 2,221 allegations that did not require full investigation, 234 were "Informally Resolved" (10.5% of those not fully investigated), 1,045 were classified as "Withdrawn" (47.1%), 942 as "Not Pursuable" (42.4%).

監警會通過的調查結果

Classification of investigation results endorsed by the IPCC

2024/25 指控總數
Total number of allegations **2,530**



Substantiated/Substantiated Other Than Reported

^ Unsubstantiated/No Fault/False/Informally Resolved/Withdrawn/Not Pursuable

* 其他指控的數字詳見第44至45頁。

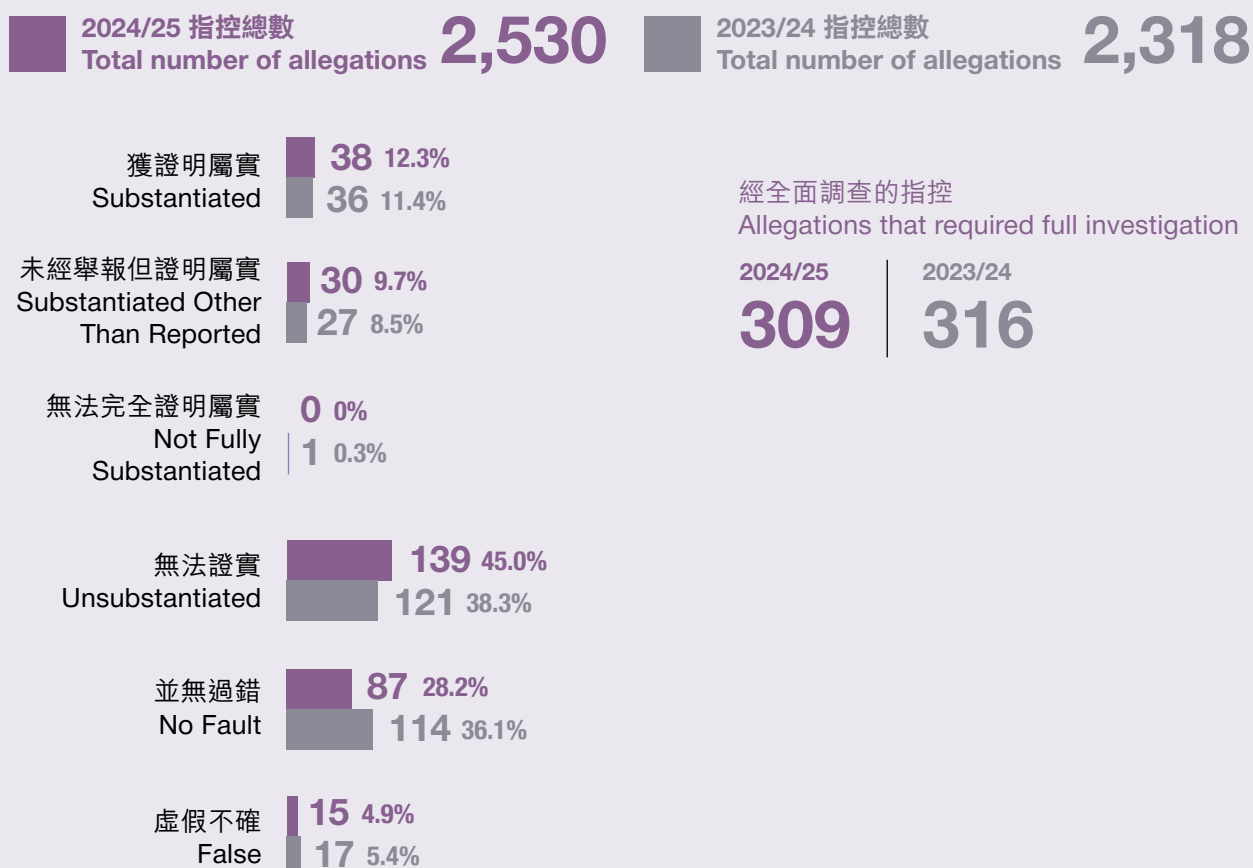
* See pages 44 to 45 for figures of other allegations.

調查結果數據比較見下表：

The following chart shows a comparison of figures regarding the classification of investigation results:

監警會通過的調查結果

Classification of investigation results endorsed by the IPCC



無需進行全面調查的指控

Allegations that did not require full investigation



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

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

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)

	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	
年份 Year	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24
經全面調查的指控 Allegations that required full investigation								
獲證明屬實 Substantiated	23	24	14	11	0	0	1	1
未經舉報但證明屬實 Substantiated Other Than Reported	30	26	0	1	0	0	0	0
無法完全證明屬實 Not Fully Substantiated	0	1	0	0	0	0	0	0
無法證實 Unsubstantiated	45	42	77	66	7	4	8	9
並無過錯 No Fault	60	78	13	19	2	2	12	15
虛假不確 False	4	3	5	6	2	2	0	0
小計 Subtotal	162	174	109	103	11	8	21	25
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	81	139	153	192	0	0	0	0
投訴撤回 Withdrawn	586	486	431	404	22	24	2	3
無法追查 Not Pursuable	420	307	421	352	73	58	9	11
小計 Subtotal	1,087	932	1,005	948	95	82	11	14
總數 Total	1,249	1,106	1,114	1,051	106	90	32	39

	恐嚇 Threat		捏造證據 Fabrication of Evidence		警務程序 Police Procedures		其他罪行 Other Offences		總數 Total	
	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24
	0	0	0	0	0	0	0	0	38	36
	0	0	0	0	0	0	0	0	30	27
	0	0	0	0	0	0	0	0	0	1
	2	0	0	0	0	0	0	0	139	121
	0	0	0	0	0	0	0	0	87	114
	0	1	4	5	0	0	0	0	15	17
	2	1	4	5	0	0	0	0	309	316
	0	0	0	0	0	0	0	0	234	331
	2	6	2	1	0	0	0	1	1,045	925
	17	16	2	1	0	1	0	0	942	746
	19	22	4	2	0	1	0	1	2,221	2,002
	21	23	8	7	0	1	0	1	2,530	2,318

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68名警務人員需接受跟進行動，涉及50宗監警會通過的投訴個案。分項數字見下表：

During the reporting year, actions were taken against 68 police officers regarding 50 cases endorsed by the IPCC. The following table shows the breakdown of figures:

警方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		
	人員數目 Number of officers	
	2024/25	2023/24
A 刑事訴訟 Criminal proceedings	0	0
B 紀律覆檢 Disciplinary review	4	4
C 其他內部行動 Other internal actions		
警告 Warnings	25	22
訓諭 Advice	40	53
總數 Total	68*	79

* 警方於2024/25年度向一名警務人員作出「警告」和「訓諭」。
* The police issued a "Warning" and an "Advice" to a police officer in 2024/25.

向投訴警察課提出質詢

Queries Raised with CAPO

在2024/25年度，監警會向投訴警察課合共提出884項質詢，內容包括監警會向投訴警察課提出的各類要求，例如修正調查報告的內容，以及就報告內容提供更多資料及澄清。監警會亦就警方的工作常規或程序提供改善建議。

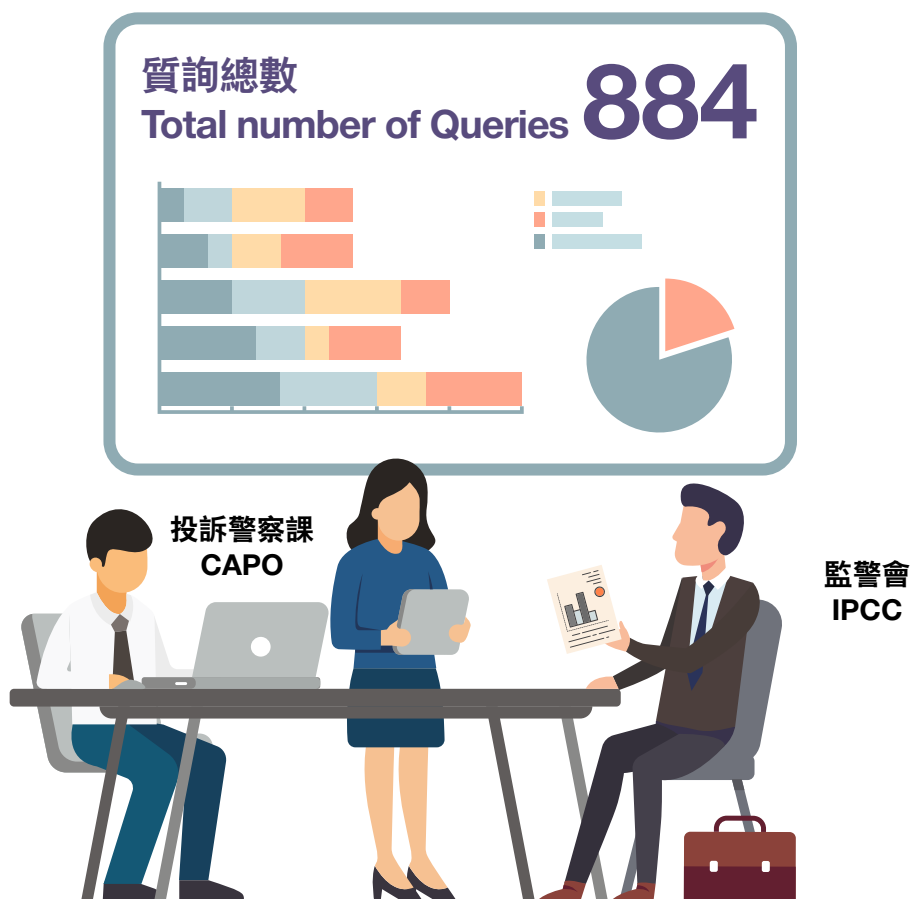
根據《監警會條例》，投訴警察課必須回覆監警會的質詢。每當監警會收到投訴警察課的回覆，審核團隊會研究當中的資料、解釋及觀點，然後提交予委員組成的審核小組考慮。有需要時，監警會可以就同一事項向投訴警察課再提出質詢，或把事項提交到工作層面會議與投訴警察課商討，直至監警會滿意其解釋，才會通過該宗投訴個案。

報告期內，共有447項質詢須再作跟進，其餘的質詢則經由投訴警察課澄清或解釋後得以圓滿解決。

The IPCC raised a total of 884 Queries with CAPO in 2024/25. These Queries included various requests to CAPO, for example, amending the content of investigation reports, and providing more information and clarification regarding the reports. The IPCC also made improvement recommendations on the police practices or procedures.

Pursuant to the IPCCO, CAPO must reply to the IPCC's Queries. When the IPCC receives responses from CAPO, the vetting teams will scrutinise the information, explanation and views before passing them to Members of Vetting Sub-groups for consideration. The IPCC may raise follow-up Queries regarding the same matters or bring up the matters to Working Level Meetings for further discussion with CAPO. Investigation reports will be endorsed only when the IPCC is satisfied with CAPO's explanation.

During the reporting period, there were 447 Queries requiring further actions. The remaining Queries were satisfactorily resolved upon clarification or explanation by CAPO.



監警會提出質詢的詳細數據見下表。有關質詢性質的詳情，請參閱第49至51頁。

The following table shows the breakdown of figures regarding Queries raised by the IPCC. For details on the nature of Queries, please refer to pages 49 to 51.

質詢總數 Total number of Queries		884		需要再作跟進的質詢 Number of Queries requiring further actions		447	
年份 Year	質詢性質 Nature of Queries	質詢總數 Total number of Queries		需要再作跟進的質詢 Number of Queries requiring further actions			
		2024/25	2023/24	2024/25	2023/24		
I.	調查結果分類 Classification of investigation results	166	151	62	83		
II.	改善警隊常規和程序的建議 Recommended improvements to police practices and procedures	19	20	19	20		
III.	遵從警務常規和程序 Compliance with police practices and procedures	16	17	6	5		
IV.	行使警權的理由 Reasons for exercising police powers	3	4	0	3		
V.	對處理違規人員的行動提出意見 Comments on actions against defaulting officers	20	11	8	7		
VI.	澄清調查報告資料 Clarification of information in investigation reports	441	362	244	219		
VII.	調查透徹度 Investigation thoroughness	154	111	79	55		
VIII.	其他質詢 Other Queries	65	41	29	27		
總數 Total		884	717	447	419		

I. 調查結果分類

監警會在2024/25年度就調查結果分類提出166項質詢，並因此增加了10項「未經舉報但證明屬實」的指控，而予以修正調查結果的指控共有74項，包括：

I. Classification of investigation results

A total of 166 Queries were raised by the IPCC in 2024/25 regarding the classification of investigation results. Consequently, 10 allegations were classified as “Substantiated Other Than Reported” and the investigation results of 74 allegations were reclassified, including:

5	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 to	「獲證明屬實」 “Substantiated”
8	項 reclassified from	「並無過錯」 “No Fault”	改列為 to	「獲證明屬實」 “Substantiated”
1	項 reclassified from	「投訴撤回」 “Withdrawn”	改列為 to	「獲證明屬實」 “Substantiated”
4	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 to	「並無過錯」 “No Fault”
7	項 reclassified from	「並無過錯」 “No Fault”	改列為 to	「虛假不確」 “False”
3	項 reclassified from	「投訴撤回」 “Withdrawn”	改列為 to	「虛假不確」 “False”

經修訂的調查結果分類共有74項，詳細數據請參考下表：

The investigation results of 74 allegations were reclassified. The following table shows the breakdown of these changes:

監警會通過的經修訂分類結果 Changes of classification endorsed by the IPCC								
原來分類 Original classification	最後分類 Final classification							
	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	總數 Total
獲證明屬實 Substantiated	N/A	0	0	0	0	0	0	0
無法完全證明屬實 Not Fully Substantiated	0	N/A	0	0	0	0	0	0
無法證實 Unsubstantiated	5	0	N/A	4	0	1	0	10
並無過錯 No Fault	8	0	17	N/A	7	7	3	42
虛假不確 False	0	0	0	0	N/A	3	1	4
無法追查 Not Pursuable	0	0	9	0	0	N/A	2	11
投訴撤回 Withdrawn	1	0	0	0	3	3	N/A	7
總數 Total	14	0	26	4	10	14	6	74

II. 改善警隊常規和程序的建議

根據《監警會條例》第8(1)(c)條，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。監警會提出19項質詢，就改善警隊常規和程序作出建議。

II. 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 the police practices or procedures that has led to or might lead to complaint. The IPCC raised 19 Queries regarding recommended improvements to police practices and procedures.

III. 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。這類質詢共有16項。

IV. 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。監警會就警務人員在運用警權時的理據提出三項質詢。

V. 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。監警會曾就有關事項提出20項質詢。

VI. 澄清調查報告資料

監警會就投訴調查報告內含糊不清的地方，共提出了441項質詢，例如要求投訴警察課就投訴的背景提供更多資料。

VII. 調查透徹度

監警會共提出154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。

VIII. 其他質詢

其他質詢共有65項，當中有六項為「旁支事項」。「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。

III. Compliance with police practices and procedures

The IPCC may raise Queries with CAPO to ascertain whether the police officers involved in a complaint have complied with relevant police practices and procedures in exercising their constabulary powers. 16 Queries were raised under this category.

IV. Reasons for exercising police powers

The use of police powers by officers in the discharge of their duties is a concern to the IPCC. The IPCC raised three Queries in respect of reasons for the use of police powers.

V. Comments on actions against defaulting officers

While the dispensing of advice or disciplinary action against 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 are commensurate with the seriousness of the offences. The IPCC raised 20 Queries on such actions.

VI. Clarification of information in investigation reports

The IPCC raised 441 Queries regarding ambiguous points in the investigation reports. In such cases, CAPO was requested to provide more background information on the complaints.

VII. Investigation thoroughness

The IPCC raised 154 Queries regarding the thoroughness of police investigations. These Queries included requests to CAPO for more in-depth investigation by conducting interviews with witnesses and collection of more evidence.

VIII. Other Queries

65 other Queries were raised. These Queries included six “Outwith” matters. An “Outwith” matter refers to any breach of discipline or police force orders that has been disclosed in the course of complaint investigation but is not closely related to the complaint.

觀察員計劃

Observers Scheme

2024/25 觀察總數
Total number of observation **1,730**

2023/24 觀察總數
Total number of observation **1,751**

預先安排和未經預約觀察的分項數字 Number of scheduled observation and observation without appointment			觀察會面和證據收集工作的分項數字 Number of conduct of interviews and collection of evidence		
	2024/25	2023/24		2024/25	2023/24
預先安排 Scheduled	1,715	1,735	會面 Interviews	1,282	1,332
未經預約 Without appointment	15	16	證據收集 Collection of evidence	448	419
總數 Total	1,730	1,751	總數 Total	1,730	1,751

在觀察員計劃下，監警會的委員及觀察員於2024/25年度共進行了1,730次觀察，較去年下降1.2%，當中預先安排有1,715次，未經預約有15次；而有1,282次是觀察會面，其餘448次是證據收集工作。

Under the Observers Scheme, 1,730 observation sessions were conducted by Members and Observers of the IPCC in 2024/25, representing a decrease of 1.2% compared to that of the previous year. Among them, 1,715 were scheduled observation sessions and 15 were conducted without appointment. Of them, 1,282 involved the conduct of interviews and 448 involved the collection of evidence.

觀察員出席比率

Observers' attendance rate

觀察員出席觀察及接獲通知的數字		
Number of observation attended by IPCC Observers and notification received		
	2024/25	2023/24
出席觀察 Observation attended	1,730	1,751
接獲通知 Notification received	1,763	1,785
出席比率（觀察／接獲通知） Attendance rate (Observation/Notification received)	98.1%	98.1%

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2024/25年度，監警會接獲投訴警察課1,763次通知。

監警會觀察員出席了1,730次觀察，包括觀察會面和證據收集工作，佔整體接獲通知的98.1%，出席比率與前一年相同。

CAPO has agreed that, as practicable, the IPCC will be notified at least 48 hours in advance of any impending interview or collection of evidence. In 2024/25, 1,763 counts of notification were received from CAPO.

IPCC Observers attended 1,730 observation sessions, including the conduct of interviews and collection of evidence, amounting to 98.1% of the notification received. The attendance rate is the same as that of the previous year.

須知會投訴

Notifiable Complaints

須知會投訴數字 Number of Notifiable Complaints		
	2024/25	2023/24
經監警會檢視的須知會投訴 Notifiable Complaints examined by the IPCC	1,944	1,331
重新歸類為須匯報投訴 Re-categorised as Reportable Complaints	0	7

根據《監警會條例》第9條，投訴警察課須定期向監警會提交載有「須知會投訴」摘要的列表以供檢視，並解釋把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。

監警會檢視了1,944宗須知會投訴的摘要，較去年同期上升46.1%。

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

Brief description of 1,944 Notifiable Complaints were examined by the IPCC, representing an increase of 46.1% compared to the previous year.

監警會會面

IPCC Interviews

《監警會條例》第20條列明，監警會在審核報告期間，可以會見任何能夠或可能就調查報告向委員會提供資料或協助的人士。報告期內沒有須進行監警會會面的個案。

According to section 20 of the IPCCO, in the course of examining investigation reports, the IPCC may interview any person who is or may be able to provide information or assistance to the Council in relation to the investigation reports. There were no cases requiring IPCC Interview during the reporting period.

公眾查詢

Public Enquiries

為提高透明度和問責性，監警會設立了不同途徑供市民向會方查詢或表達意見。監警會共收到5,305宗公眾透過電話、郵寄、電郵、傳真及親臨的查詢。與監警會工作有關的查詢，會方均已按服務承諾的時間回覆及適時跟進。

To enhance transparency and accountability, the IPCC has set up various channels for members of the public to make enquiries or express their opinions. The IPCC received 5,305 public enquiries via telephone, post, email, fax and in person. Enquiries relating to the work of the IPCC were handled in accordance with the timeframe specified under the IPCC's performance pledge.