傳訊工作 Communications

與持份者聯繫

Stakeholder Engagement

為有效履行《監警會條例》第8(1)(e)條的法 定職能,監警會透過多元途徑積極與各界持 份者交流,加強公眾對監警會角色的認識。 在本年度,會方持續向市民闡釋兩大重點:

1. 監警會提出的改善建議如何有助警隊提 升服務質素,減少不必要的投訴;以及

2. 向公眾灌輸投訴人權利與責任的意識。

監警會舉辦和參與逾40項活動,接觸超過11,000名市民、師生,以及警方、傳媒和內地及海外團體代表。同時,監警會透過網站(www.ipcc.gov.hk)和YouTube頻道發布最新資訊,讓公眾進一步了解會方的工作和發展。

To effectively discharge its statutory function pursuant to section 8(1)(e) of the IPCCO, the Council has been actively engaging with diverse stakeholders through multiple channels to promote public awareness of its role. This year, the IPCC continued to expound on its two key areas of focus to the public:

- 1. How the improvement measures proposed by the IPCC help enhance the service quality of the police and reduce unnecessary complaints; and
- 2. Instill an awareness of complainants' rights and responsibilities in the public.

The IPCC organised and participated in more than 40 activities and engaged with over 11,000 members of the public, teachers and students, along with representatives of the police, media, as well as the Mainland and overseas organisations. At the same time, the IPCC disseminated its latest information through its website (www.ipcc.gov.hk) and YouTube channel in order to keep the public abreast of the work and development of the Council.

青少年 Youth

監警會在2024/25年度透過校園計劃接觸 近9,000名師生。校園計劃設有多種活動模 式,包括講座、教育展覽和攤位遊戲,以靈 活配合不同學校的教學需要。

秘書處團隊向年青一代講解監警會堅守「以 事實為基礎、以證據為依歸、在陽光下運 作」的原則,審核每宗投訴個案,確保調查 結果公平公正。 The IPCC's School Programme has reached out to close to 9,000 teachers and students in 2024/25. The Programme offers various types of activities, including talks, education exhibitions and game booths to accommodate the educational needs of different schools.

The Secretariat staff explained to the younger generation how the IPCC examines each complaint strictly on the basis of facts and evidence, honestly, without fear or favour to ensure fair and impartial investigation results.

會方亦曾到訪明愛社區書院,向首屆全日制「應用教育文憑 — 學警預備訓練課程」 學員,分享監警會審核投訴的程序和經驗, 讓他們進一步了解前線警務人員在執勤時所 面對的各種挑戰,以及普羅大眾對警隊的期 望。

The IPCC also visited Caritas Institute of Community Education and shared, with the first cohort of full-time students of the Diploma of Applied Education – Police Cadet Training Programme, the procedures and experiences in vetting complaint cases, allowing them to better understand the challenges frontline police officers face at work and public expectations of the police force.











警方

The police

為了更好履行《監警會條例》第8(1)(a)條的職能,監警會委員及秘書處職員在報告期內到訪不同警隊單位,一方面加深認識前線警務工作,另一方面跟進警隊落實「服務質素改善建議」的進度。監警會亦與警隊保持緊密連繫,共同維護兩層架構投訴警察制度,並透過提升警隊服務質素,減少不必要的投訴。

監警會和警隊在2024/25年度的交流活動如下:

To better discharge the function under section 8(1)(a) of the IPCCO, IPCC Members and Secretariat staff visited various police units during the reporting period to deepen their understanding of frontline police operations and to follow up on the implementation of SQIIs by the police. The IPCC also maintained a close connection with the police to uphold the two-tier police complaints system and to reduce unnecessary complaints by improving the service quality of the police.

The engagement activities between the IPCC and the police in 2024/25 were as follows:

2024年5月27日

27 May 2024

監警會參觀位於警察總部的反詐騙協調中心和反詐騙聯合情報中心,聽取商業罪案調查科(商罪科)代表簡介警方如何在執法行動、情報收集和公眾教育三方面,致力防範及打擊騙案。商罪科人員亦分享了他們在瞬息萬變的網絡環境下,竭力打擊電騙、網上購物及投資等各類詐騙案時所面對的挑戰。

The IPCC visited the Anti-Deception Coordination Centre and the Anti-Deception Alliance at Police Headquarters and was briefed by representatives of the Commercial Crime Bureau (CCB) on how the police strive to prevent and combat deception through law enforcement, intelligence gathering and public education. CCB officers also highlighted some of the challenges they face in the ever-changing online landscape in their fight against fraud cases, such as telephone deception, online shopping scams and investment scams.





2024年10月4日

4 October 2024

在監警會與警方的周年交流午宴上,主席王 沛詩女士與一眾委員和秘書處職員,與時任 警務處處長及警隊管理層就處理投訴和提升 警隊服務質素方面交換意見,攜手加強市民 對現行投訴制度的信心。

During the annual networking luncheon between the IPCC and the police, Ms Priscilla Wong Pui-sze (Council Chairman), along with Council Members and Secretariat staff, exchanged views with the then Commissioner of Police and police management on complaints handling and service quality enhancement within the police force, collaborating to strengthen public confidence in the current complaints system.





2024年10月31日

31 October 2024



監警會委員於萬聖節晚上前往蘭桂坊一帶, 穿上節日裝束融入人群之中,從公眾角度觀 察警方如何管理人流及保障市民安全。指揮 官及其團隊亦向監警會委員講解警方如何透 過「人流估算系統」實時追蹤人流密度,從 而適時作出行動部署。



IPCC Members dressed in festive attire and joined the crowds in Lan Kwai Fong on Halloween night to observe, from the public's perspective, how the police managed crowd flow and ensured public safety. The Commander and his colleagues also briefed IPCC Members on the Crowd Estimation System, which tracks real-time crowd density for the police to make timely operational deployments.

2025年3月14日

14 March 2025





為跟進監警會就公眾人士被帶入警署 後的程序及指引向警隊提出的「服務 質素改善建議」,監警會委員前往旺 角警署視察「特別臨時羈留室」的最 新配備及設施。委員亦與西九龍衝鋒 隊的前線人員交流,了解他們的執法 工作、日常裝備,以及執勤時所遇到 的困難和挑戰。 To follow up on the SQII proposed to the police by the IPCC regarding the procedures and guidelines after members of the public are brought into police stations, the IPCC went to Mong Kok Police Station to observe the newly enhanced installations and facilities in the Special Temporary Holding Area. Members also met with frontline officers of the Emergency Unit Kowloon West to learn about their law enforcement duties, daily equipment, as well as the difficulties and challenges they face while on duty.

公眾

The public

2024年11月9日

9 November 2024



監警會參與由黃大仙區青年發展及公民教育委員 會舉辦的公民教育推廣日,透過教育展覽及攤位遊 戲,加深市民對監警會工作和法定職能的認識。



The IPCC participated in the Civic Education Day organised by the Wong Tai Sin District Youth Development and Civic Education Committee. Through educational exhibitions and game booths, the IPCC deepened public understanding of the Council's work and statutory functions.

2025年1月12日

12 January 2025

監警會在深水埗舉行的齊「深」 滅罪 ● 禁毒大步走活動上,透 過宣傳短片、展覽及攤位遊戲, 向公眾介紹兩層架構投訴警察制 度,同時讓公眾深入了解投訴人 的權利與責任。





The IPCC participated in the "Fight Crime, Beat Drugs Together" Urban Orienteering in Sham Shui Po. Through promotional videos, exhibitions and game booths, the Council introduced the two-tier police complaints system to the public and strengthened public understanding of complainants' rights and responsibilities.

2025年1月18日

18 January 2025

監警會獲東區撲滅罪行委員會邀請,參加「東區滅罪禁毒助更生暨推廣基本法嘉年華會」,並由副秘書長(行動)劉雅潔女士擔任活動主禮嘉賓。監警會在嘉年華會上向公眾講解會方如何透過提出「服務質素改善建議」,協助警隊提升服務質素,減少不必要的投訴。



The IPCC was invited by the Eastern District Fight Crime Committee to participate in the "Eastern District Fight Crime Beat Drug and Support Rehabilitation cum Promotion of Basic Law Carnival". Ms Regina Lau (Deputy Secretary-General, Operations) served as the guest of honour at the event. At the carnival, the IPCC explained to the public how the SQIIs proposed by the Council can help the police enhance their service quality and reduce unnecessary complaints.



2025年3月2日

2 March 2025

法律顧問何蔚雲女士和秘書處代表參與中西區 青年日,加強青少年及市民對監警會角色的認 識,並了解投訴人的權利與責任。

Ms Vivian Ho (Legal Adviser) and representatives from the Secretariat participated in the Central and Western District Youth Day to raise awareness among youth and the general public about the role of the IPCC, as well as complainants' rights and responsibilities.



其他團體

Other organisations

2024年5月9日

9 May 2024

時任副主席易志明議員、副主席吳永嘉議員、宣傳 及社區關係委員會主席陳正欣博士、管理委員會主 席陳美寶女士和法律事務委員會主席陳澤銘先生, 接待了馬來西亞國會上議院管治、廉政和反貪特別 遴選委員會代表團。會方向代表團簡介監警會的各 項法定職能,雙方亦就處理投訴的工作分享經驗。

Hon Frankie Yick Chi-ming (the then Vice-Chairman), Hon Jimmy Ng Wing-ka (Vice-Chairman), Dr Daniel Chan Ching-yan (Chairman of the Publicity and Community Relations Committee), Ms Mabel Chan Mei-bo (Chairman of the Management Committee) and Mr Chan Chak-ming (Chairman of the Legal Committee) received the delegation of the Senate Special Select Committee on Governance, Integrity and Anti-Corruption of the Parliament of Malaysia. The Council gave a presentation on the statutory functions of the IPCC and exchanged views with the delegation regarding the handling of complaints in both places.





2024年6月6日及9月11日

6 June & 11 September 2024





副主席吳永嘉議員、法律事務委員會 主席陳澤銘先生和委員陳永德先生, 接待來自律政司培訓計劃的內地代表 團,向不同省市的官員介紹香港的兩 層架構投訴警察制度。代表團亦與會 方分享不同機關的執法經驗和內地的 法律制度。 Hon Jimmy Ng Wing-ka (Vice-Chairman), Mr Chan Chak-ming (Chairman of the Legal Committee) and Mr Kevin Chan Wing-tak (Member of the Legal Committee) received the Mainland delegations participating in the training programmes organised by the Department of Justice. The IPCC introduced Hong Kong's two-tier police complaints system to officials from various provincial and municipal units. The delegates also shared with the Council the law enforcement experiences of different agencies and the legal system in the Mainland.

2024年12月5日

5 December 2024

法律事務委員會主席陳澤銘先生接待由國家信訪局副局長李自軍先生率領的代表團。會面期間,會方代表簡介了香港的兩層架構投訴警察制度,代表團則分享了內地處理上訪的經驗。





Mr Chan Chak-ming (Chairman of the Legal Committee) received a delegation led by Mr Li Zijun, Deputy Commissioner of the National Public Complaints and Proposals Administration (NPCPA). During the meeting, IPCC representatives elaborated on the two-tier police complaints system in Hong Kong, while the NPCPA delegation shared the experience in handling public petitions in the Mainland.

2025年1月24日及3月27日 24 January & 27 March 2025

副秘書長(行動)劉雅潔女士分別出席中西 區及黃大仙區青年發展及公民教育委員會的 會議,介紹監警會的法定職能、「服務質素 改善建議」機制,以及各項持份者活動。

Ms Regina Lau (Deputy Secretary-General, Operations) introduced the IPCC's statutory functions, SQII mechanism and stakeholder engagement activities at the Youth Development and Civic Education Committee meetings in Central and Western District and Wong Tai Sin District.





公開會議

計劃。

Open Meetings

監警會於2024年6月18日、9月17日、12月 17日和2025年3月18日與投訴警察課合共舉 行四次聯席會議。聯席會議設有公開部分讓 市民及傳媒旁聽,以提升公眾對會方工作的 認知。

投訴警察課在會議上匯報最新投訴數字,並 就公眾關注的事項進行討論,包括電子邊境 禁區證系統、「帶您,回家」計劃、於罪案

黑點安裝閉路電視計劃和警隊心理健康推廣

The IPCC held four joint meetings with CAPO on 18 June, 17 September and 17 December 2024, and 18 March 2025. To enhance public awareness of the Council's work, part of each meeting was open to members of the public and the media.

During the meetings, CAPO reported the latest complaint statistics and discussed matters of public concern. Topics discussed included the electronic closed area permit system, Project ComeHome, territory-wide CCTV installation scheme, and psychological wellness initiatives of the police.





媒體、宣傳短片及刊物

Media, Promotional Videos and Publication

為加強推廣工作,監警會製作兩條全新宣傳 短片,分別向公眾講解會方的「服務質素改 善建議」機制,以及投訴人的權利與責任。 To step up its publicity efforts, the IPCC produced two new promotional videos to explain the Council's SQII mechanism and complainants' rights and responsibilities to the public.

影片已上載至監警會YouTube頻道(www.youtube.com/user/ipccchannel)供市民觀看。

The videos are available on the IPCC's YouTube channel (www. youtube.com/user/ipccchannel) for public viewing.

監警會YouTube頻道 IPCC YouTube channel



監警會主席、委員和秘書處代表在不同場合 會見傳媒,讓公眾了解會方的最新工作,並 回應傳媒提問。

監警會亦透過出版刊物,加深市民對會方工作的認識。在2024年12月的傳媒簡布會上,主席王沛詩女士在宣傳及社區關係委員會主席陳正欣博士和秘書長梅達明先生的陪同下發表《2023/24工作報告》,總結過去一年的主要投訴數字、投訴趨勢和監警會的工作成果。

The Council Chairman, Members and representatives of the Secretariat met with the media on various occasions to keep the public informed of the Council's latest work and to respond to media enquiries.

The IPCC also promotes public awareness of its work through various publications. At the media briefing held in December 2024, Ms Priscilla Wong Pui-sze (Council Chairman), accompanied by Dr Daniel Chan Ching-yan (Chairman of the Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General), presented the *Report 2023/24*, which summarised the key complaint statistics, complaint trends and achievements of the IPCC in the past year.



