

主要統計數字 (2024年4月 – 2025年3月)

Key Statistics (April 2024 – March 2025)

1,790

通過的須匯報投訴個案
Reportable Complaint cases endorsed



2,530

通過的指控
Allegations endorsed



93.4%

通過的輕微指控*比例
Percentage of minor allegations endorsed*



1,944

經檢視的須知會投訴摘要
Summary of Notifiable Complaints examined



74

通過的經修訂分類結果
Changes of classification endorsed



884

向投訴警察課提出的質詢
Queries raised with CAPO



* 輕微指控包括「疏忽職守」和「行為不當／態度欠佳／粗言穢語」。

* Minor allegations include "Neglect of Duty" and "Misconduct/Improper Manner/Offensive Language".

19

服務質素改善建議

Service Quality Improvement Initiatives (SQIIs)



98.1%

觀察員出席比率
Observers' attendance rate



5,305

接獲的公眾查詢
Public enquiries received



接觸

Reached out to

11,000+

人次

stakeholders

