

十年基石 確立願景



獨立監察警方處理投訴委員會
Independent Police Complaints Council

十周年紀念特刊
10th Anniversary Commemorative Brochure

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監警會里程碑

IPCC Milestones



成為法定機構前

Before becoming a Statutory Body (1974-2008)

監警會的成立，可以追溯至 1974 年，當時警務處處長成立投訴警察課，專責調查市民對警方的投訴。1977 年，當局認為這些調查應由非隸屬警方的獨立機構介入，於是警務處處長便邀請當時處理警察及保安事務的行政立法兩局非官守議員常務小組，負責監察投訴警察課的調查工作。

在往後的 30 年，小組的架構和名稱不斷演進，以加強其履行職能時的獨立性，及應付日益繁重的工作量。2007 年，政府向立法會提交《投訴警方獨立監察委員會條例草案》，旨在為當時的投訴警方獨立監察委員會（警監會）在履行職能時，賦予法律依據，並提高公眾對兩層投訴警察制度的信心。《監警會條例》在 2008 年 7 月通過，並於 2009 年 6 月 1 日正式生效。

The establishment of the IPCC can be traced back to 1974, when the Commissioner of Police set up the Complaints Against Police Office (CAPO) to investigate complaints against the Police. In 1977, there were views that investigation of complaints against the Police should be conducted by a body that was independent from the Police. Therefore, the Commissioner of Police invited the sub-committee of the Unofficial Members of the Executive and Legislative Councils (UMELCO), which was responsible for handling police and security matters, to monitor CAPO's investigations of complaints.

Throughout the subsequent 30 years, the monitoring group was restructured and renamed at different times to enhance its independence in carrying out its functions and to meet the increasing workload. In 2007, the government introduced the Independent Police Complaints Council Bill into the Legislative Council. The Bill aimed to provide a legal basis for the then IPCC to discharge its functions, and to raise public confidence in the two-tier police complaints system. The IPCC Ordinance (IPCCO) was passed in July 2008 and it came into effect on 1 June 2009.

1974

警務處處長成立「投訴警察課」，專責調查市民對警方的投訴。

The Commissioner of Police set up the CAPO to investigate complaints against the Police.



1986

時任總督將「行政立法兩局非官守議員警方投訴事宜常務小組」，改組為獨立的「投訴警方事宜監察委員會」。

The then Governor restructured the UMELCO Police Group and set up an independent body named Police Complaints Committee (PCC).



1977

成立「行政立法兩局非官守議員警方投訴事宜常務小組」，監察投訴警察課的調查工作，成為兩層架構投訴警察制度的雛型。

The UMELCO Police Group was established to monitor CAPO's investigations of complaints against the Police. It was the prototype of the two-tier police complaints system.



1994

設立監警會會面，讓會方可與個案相關人士會面，以澄清事項。

The IPCC Interview was introduced. The IPCC may interview any person who may provide clarifications or other relevant information on a complaint case.



1996

推出觀察員計劃，加強監警會的監察職能。

The Observers Scheme was introduced to strengthen the IPCC's monitoring function.



1994

「投訴警方事宜監察委員會」改稱為「投訴警方獨立監察委員會」（警監會）。以反映其獨立地位。其後會方透過公開設計比賽選出機構標誌，沿用至今。

The PCC was renamed Independent Police Complaints Council (IPCC) to better reflect its independence.



2008

立法會通過《監警會條例》，警監會成為獨立法定機構，清楚訂明其權力和職能。

The IPCCO was passed in the Legislative Council, and the IPCC became a statutory independent body with its authority and functions clearly set out.



成為 法定機構 Became a Statutory Body (2009-Present)

隨著《監警會條例》於 2009 年 6 月 1 日生效，監警會正式成為獨立法定機構，職能是觀察、監察和覆檢警務處處長就須匯報投訴的處理和調查工作。警監會改稱為現時的監警會，以強調其獨立監察職能。

多年來，監警會除了致力履行其法定監察職能，亦積極透過不同途徑與持份者保持緊密聯繫，以提升公眾對會方工作和兩層架構投訴警察制度的認識。

The IPCCO came into effect on 1 June 2009, and the IPCC became an independent statutory body on the same day. The main functions of the IPCC are to observe, monitor and review the handling and investigation of Reportable Complaints against the Police by the Commissioner of Police. The official Chinese name of the IPCC was modified in order to emphasise its independence in carrying out its monitoring functions.

Over the years, while discharging its statutory monitoring functions, the IPCC has also proactively engaged with stakeholders through various channels, to raise public awareness of the Council's work as well as the two-tier police complaints system.

2009

監警會於 2009 年 6 月 1 日隨著《監警會條例》生效而正式成為獨立法定機構。

The IPCCO came into effect on 1 June 2009 and the IPCC became an independent statutory body on the same day.



2010

推出《監警會通訊》，增加會方的透明度和加強與持份者的聯繫。

IPCC Newsletter was first published, to enhance transparency of the Council and strengthen its engagement with stakeholders.



2009

委托獨立市場調查公司進行公眾意見調查，了解市民對會方成為獨立法定機構後的認識及期望。其後，會方定期進行調查，以了解公眾對會方的認知度、滿意度和整體形象的觀感。

An independent research company was commissioned to conduct a public opinion survey, to gauge public understanding of and expectations regarding the IPCC. Since then, the Council has periodically conducted public opinion surveys to assess awareness of the IPCC, satisfaction with the Council's work, as well as perception of the Council.



2012

監警會委員首次現場觀察七一遊行，了解警方處理大型公眾活動的部署，以協助委員將來考慮大型公眾活動衍生的投訴調查報告。



IPCC Members conducted on-site observation for the first time during the 1 July Procession, to gain an understanding of the Police's handling of large-scale public order events, and facilitate future reviews of complaint cases arising from such events.



發表時任副總理李克強先生訪港而衍生的投訴個案審查報告。

The IPCC released the report on complaint cases against the Police arising from then Vice Premier Mr Li Keqiang's visit to Hong Kong.



監警會與香港電台聯合製作劇集《監警有道》(2012)，向公眾宣傳監警會的職能。

The IPCC and RTHK jointly produced a TV drama series, *IPCC Files* (2012) to introduce the role and functions of the IPCC.

2014

會方通過成立「運作及程序諮詢委員會」，以進一步提升監警會個案審核程序的效率及成效。

The Council endorsed the establishment of Operations Advisory Committee to improve the efficiency and effectiveness of vetting procedures.



舉辦《監警有道》研討會，檢討運作了五年的香港投訴警察制度及未來發展方向。

The IPCC Symposium "The Police Complaints System in Hong Kong:

Where are we heading?" was organised to review Hong Kong's police complaints system after operating for 5 years and direction for future development.



監警會委員現場觀察警方處理金鐘佔領區清場行動。

IPCC Members conducted an on-site observation of the police operation in clearing protesters from Admiralty.

2015

監警會向公眾匯報佔領事件的最新工作進展。

The IPCC reported its work progress on the Occupy Movement to the public.



監警會和投訴警察課引入「表達不滿機制」，提供一個更有效處理輕微投訴的選擇。

The IPCC and CAPO introduced the "Expression of Dissatisfaction Mechanism" as an alternative means to handle minor complaints more effectively.

2016

推行「校園計劃」，增加直接與青少年對話的機會，以及加深他們對監警會職能及工作的認識。

The School Programme was launched to increase opportunities for direct dialogue with the youth, deepening their understanding of the IPCC's functions and work.



2015

2012 年製作的《監警有道》廣獲好評，因此會方再度和香港電台聯合製作《監警有道》(2015)。

Considering the favourable feedback received on the *IPCC Files* (2012), the Council decided to produce another series of TV dramas – *IPCC Files* (2015) – jointly with RTHK.



會方開展 18 區撲滅罪行委員會的工作，向地區人士講解會方職能及工作。

The IPCC launched engagement programme with District Fight Crime Committees, to introduce the Council's functions and work to the local community in 18 districts.



2016

公布佔領事件相關的投訴調查報告之審核進度及調查結果。

The IPCC announced the classification results and progress for examination of complaint investigation reports arising from the Occupy Movement.



2017

會方通過成立「法律事務委員會」，為監警會工作所產生的法律問題提供意見。

The Council endorsed the establishment of Legal Committee to comment and express views on legal issues arising from the Council's work.

加強與 18 區校長聯會的聯繫，以促進「校園計劃」的擴展。

Strengthened engagement with the District Principals' Associations in furtherance of the expansion of the IPCC's School Programme.



2019

監警會舉辦「校園計劃標誌及標語設計比賽」，加強和青少年的互動參與，有關獎項已於 3 月舉行的「監警會少青同樂日」中頒發。

Logo and Slogan Design Competition for the IPCC School Programme was conducted to enhance interactive engagement with the youth. Awards were presented on the IPCC Youth Day held in March.



2018

為促進持份者對會方的認識，監警會製作了一輯雙語企業宣傳片，深入淺出地簡介會方價值觀及工作。

To facilitate the understanding of IPCC's work by stakeholders, a bilingual corporate video was produced to introduce the Council's values and work.



2019

為紀念監警會成為獨立法定機構十周年，會方舉辦「建立互信 迎向未來」研討會，以匯集海外和大灣區學者及專才對監警機構發展的心得，有助會方擬定未來發展策略。

To commemorate IPCC's 10-year anniversary since it became an independent statutory body, the IPCC Symposium "Building Confidence and Trust — Role of IPCC in the Evolving Future" was organised to gather views from attending scholars and experts from overseas as well as the Greater Bay Area on development of police conduct oversight bodies, which would assist the IPCC in developing its forward-looking strategy.



監警會抱負、 使命和價值觀

Vision, Mission and Values of IPCC



抱負 Vision

一個公平、公正、對公眾問責的
投訴警察制度

A fair and impartial
police complaints system
accountable to the public



使命 Mission

確保對警方的投訴能公平公正、有效率、具透明度地
處理，並對警隊工作提供改善建議，以提高服務質素
及向公眾問責

Ensure police complaints are handled in a
fair, impartial, effective and transparent
manner, and advise on improvement to
police procedures to enhance service
quality and public accountability



價值觀 Values

獨立
Independence

公正
Impartiality

誠信
Integrity



賀辭

Congratulatory Messages





行政長官賀辭

Message from the Chief Executive

謹此祝賀獨立監察警方處理投訴委員會（監警會）成立十周年。多年來，監警會一直為警隊及香港市民提供服務，貢獻良多。

監警會是法定機構，其成立目的是為確保對警隊的每宗投訴均得到獨立和慎重的處理。每年，監警會審核過千份由香港警務處投訴警察課提交的詳細投訴調查報告。監警會在仔細審核每項調查的報告後，會考慮向警方提出建議，以期改善警隊的工作程序，增加市民對警務工作的了解，以及減少因誤解而引起的投訴。

過去十年，監警會的運作效率及透明度不斷提升，對處理警察投訴作出重要貢獻。我就此向監警會表達由衷謝意。

衷心感謝監警會一直盡心盡力服務香港。監警會的工作對警隊及香港市民至為重要，本屆政府定會繼續全力支持監警會的工作。

香港特別行政區
行政長官林鄭月娥

I am pleased to congratulate the Independent Police Complaints Council on its 10th anniversary of serving the Police Force and the Hong Kong public.

A statutory body, the Council was created to ensure that each complaint received would be considered independently and judiciously. Each year, the Council reviews more than 1000 detailed reports on complaints submitted by the Complaints Against Police Office. After a careful review of each investigation's reports, the Council will consider making recommendations to the Police. Its goal is to enhance the work procedures of the Police, as well as the public's understanding of police work, while reducing complaints arising from misunderstandings.

Over the past ten years, the Council's operation has become more efficient and transparent, making a significant contribution to the handling of complaints against the Police. For that, I am truly grateful.

I thank the Independent Police Complaints Council for its dedication and its commitment to Hong Kong. Rest assured, my Government will continue to support its essential work on behalf of the Police and the people of Hong Kong.

(Mrs Carrie Lam)
Chief Executive
Hong Kong Special Administrative Region



政務司司長賀辭 Message from the Chief Secretary for Administration

獨立監察警方處理投訴委員會（監警會）自二零零九年成立至今，一直秉持獨立、公正和誠信的原則，積極履行法定職能，維護本港公平、公正及向市民負責的投訴警察制度，貢獻良多。

多年來，監警會堅持以不偏不倚的態度，觀察、監察及覆檢有關投訴警察個案，運作透明兼具效率。除了詳細審核香港警務處投訴警察課所提交的調查報告外，監警會亦從宏觀角度分析投訴的趨勢，並就警隊的工作常規和程序提出寶貴的改善建議，協助警方提升服務質素。

近年，監警會亦致力於公眾教育和推廣工作，積極與各界交流，讓市民更深入地了解監警會的職能。

監警會在過去十年工作不遺餘力，謹致衷心謝意。期望監警會今後繼續與特區政府和社會各界攜手邁步，迎向更美好的未來。

香港特別行政區
政務司司長張建宗

張建宗

Since its establishment in 2009, the Independent Police Complaints Council (IPCC) has all along steadfastly maintained its independence and upheld the principles of impartiality and integrity in fulfilling its statutory functions vigorously. The IPCC has safeguarded unwaveringly the police complaint system of Hong Kong that is fair, just and accountable, making enormous contribution to Hong Kong.

Over the years, the IPCC has truly maintained its neutrality and unbiased position in observing, monitoring and reviewing complaints against the police in a transparent and efficient manner. In addition to examining thoroughly investigation reports submitted by the Complaints Against Police Office of the Hong Kong Police Force, it also offered valuable advice to improve police practices and procedures through formulating a macro analysis of complaint cases related to the police, with a view to assisting the police in enriching their service quality.

In recent years, the Council has stepped up its public education and promotion efforts and strengthened community engagement to enhance public understanding of its functions.

I would like to express my warmest appreciation to the IPCC for its remarkable achievements over the past decade, and look forward to its continuous contribution to the betterment of Hong Kong in partnership with the Hong Kong Special Administrative Region Government and all quarters of society.

(Matthew Cheung Kin-chung)
Chief Secretary for Administration
Hong Kong Special Administrative Region



保安局局長賀辭

Message from the Secretary for Security

獨立監察警方處理投訴委員會（監警會）自二零零九年成為法定機構以來，堅守其使命，公平公正及不偏不倚地全面監察及審核投訴警察課處理和調查投訴的工作。社會情況複雜多變，帶來很多新挑戰，工作殊不容易，監警會一直努力不懈，堅守公平公正原則和使命。

監警會每年需要處理過千份調查報告。儘管工作繁重，監警會多年來積極透過與各持份者的交流和對投訴的仔細觀察，就改善警方常規和程序提出多項適切可行的建議。特區政府高度重視監警會的工作，並會一如既往確保監警會有足夠的資源履行其法定職能。

監警會成立十周年，藉此里程碑，我衷心感謝所有曾服務監警會的成員、觀察員和秘書處職員一直克盡厥職，致力協助監警會充分發揮其法定職能，鞏固社會大眾對我們獨立有效的投訴警察制度的信心。

香港特別行政區
保安局局長李家超

The Independent Police Complaints Council (IPCC), since its inception as a statutory body in 2009, has stood fast to its mission of comprehensively monitoring and reviewing the handling and investigation of complaints by the Complaints Against Police Office, and doing so in a fair, just and impartial manner. Coping with many new challenges brought by the ever changing and complex social circumstances is no small feat. The IPCC has been working unswervingly to firmly uphold the principle and mission of fairness and justice.

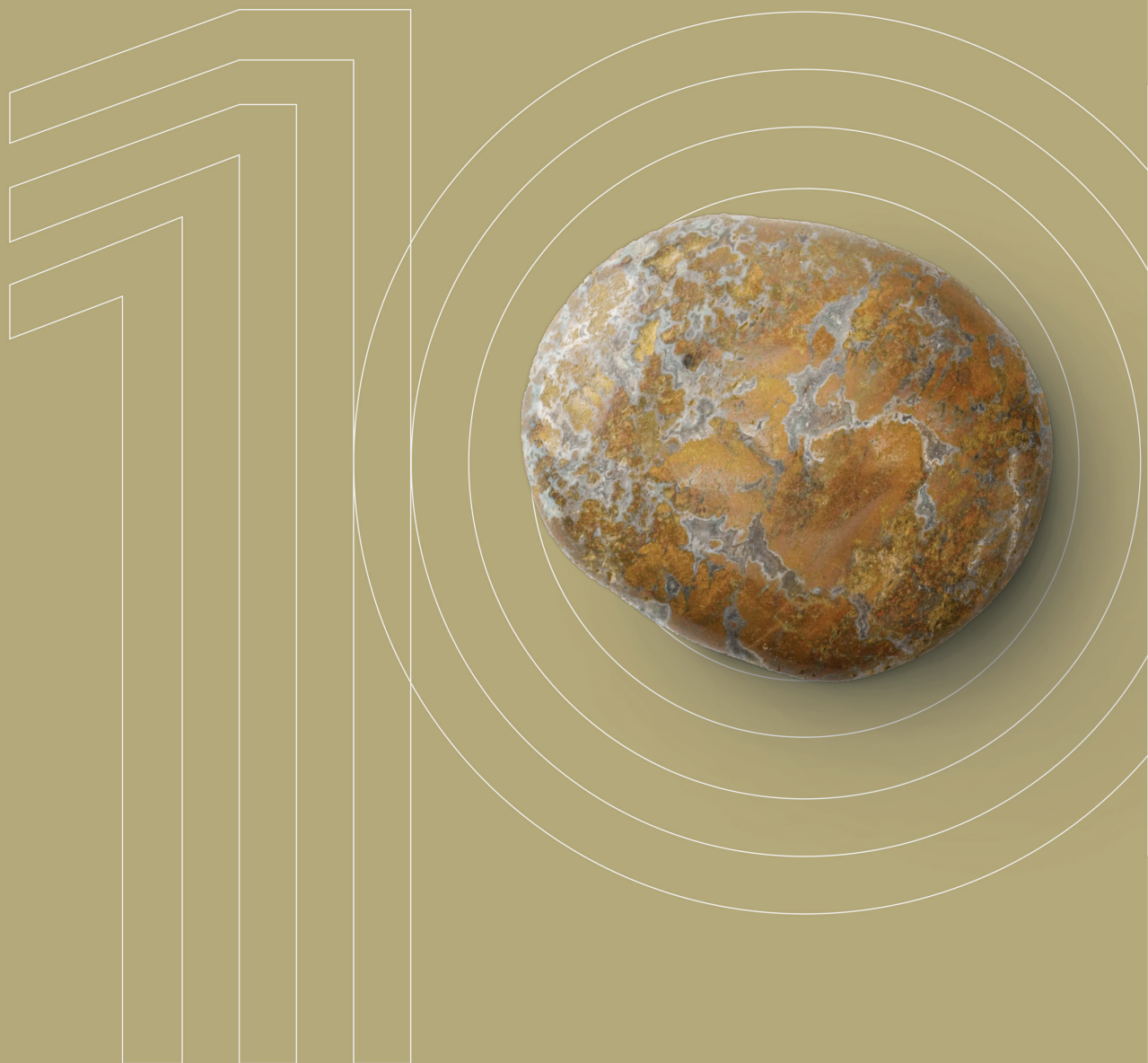
The IPCC has to process over one thousand investigation reports every year. Notwithstanding the heavy workload, over the years the IPCC has put forward a number of practical recommendations for improving Police practices and procedures, based on its exchanges with various stakeholders and its close scrutiny of complaints. The HKSAR Government attaches great importance to the work of the IPCC, and will as always ensure it has adequate resources to discharge its statutory duties.

The 10th anniversary of the IPCC marks an important milestone. On this occasion, I would like to extend my heartfelt gratitude to all Members, Observers and Secretariat staff who have served the IPCC. With exemplary dedication, they have helped the IPCC fulfill its statutory functions, while building public confidence in the independence and integrity of our police complaint system.

(John K C Lee)
Secretary for Security
Hong Kong Special Administrative Region

秉持使命 與時並進

IPCC Advances
with the Times



**翟紹唐資深大律師，
SBS, JP**

**Mr Jat Sew-tong,
SC, SBS, JP**

監警會主席 2008 – 2014
IPCC Chairman 2008 – 2014



監警會自從在 2009 年 6 月 1 日成為法定機構以來，一直隨著社會改變而蛻變成長。作為首任主席，我很榮幸能夠帶領監警會由一個政府運作的監管單位，升格為獨立的法定機構，並得到公眾認同。儘管我已卸任一段時間，我很高興看到監警會在滿途挑戰的日子裡，仍然堅守一直以來的抱負、使命和價值觀，在鞏固香港健全的投訴警察制度上，扮演著舉足輕重的角色。

The IPCC has been a statutory body since 1 June 2009, and has evolved alongside our ever-changing society. As the first Chairman of the IPCC, I feel greatly honoured to have led the IPCC's transformation from a government monitoring body into an independent statutory body receiving wide public respect. Although I stepped down some time ago, I am still very pleased to witness the accomplishment of the IPCC, which has strived to maintain its vision, mission and values, notwithstanding all the challenges it faces. The IPCC plays a vital role in strengthening the police complaints system in Hong Kong.

回想成立初期，監警會只是一個鮮為人知的機構。當時的民調顯示，只有僅僅三成受訪者認識監警會。故此，提升公眾對監警會的認知乃當年的首要工作之一。為了加強公眾對監警會工作的認識，委員會積極與各持份者聯繫，一方面讓市民大眾認識投訴警察制度的兩層架構，另一方面亦讓我們了解持份者對監警會的期望和意見。

完善的投訴警察制度建基於信任。監警會作為監察機構除了必須贏得公眾的信任，亦需要獲得警隊的信任。為此，我們跟投訴警察課及警隊各階層代表經常保持聯繫，亦多次到訪警隊的不同部門和單位，並參與前線警務人員的座談會。透過種種互動交流方式，委員得以更深入了解前線警務人員的職務及面對的挑戰，同時亦可以直接向前線警務人員講解監警會的工作和職能。

Looking back to the early stages, when the IPCC was first established, this statutory body was rarely known by members of the public. According to a survey conducted at the time, only 30% of the respondents knew about the IPCC. Therefore, it was of utmost importance to raise public awareness of the IPCC. In order to strengthen public awareness of our work, the Council proactively engaged with various stakeholders, aiming to introduce our two-tier police complaints system, as well as to gain a better understanding of the public's expectations and opinions regarding the IPCC.

A well-established police complaints system is based upon mutual trust. As a monitoring body, the IPCC must gain the trust from the public and the Police. Therefore, we have maintained frequent contact with the Complaints Against Police Office (CAPO) and representatives from different levels of the Force. We have made a number of visits to different Police units and formations, and participated in discussion forums with frontline officers. Through various interactive communication means, Council Members can better understand frontline officers' duties and challenges that they are facing. At the same time, they can explain our work and functions to frontline officers directly.



訪問警察交通部九龍東交通總區，了解交通警察的工作。
Visited the Traffic Kowloon East Region to better understand the duties of traffic officers.



擔任「香港的執法體制與警隊的專業化」公開講座嘉賓，闡述監警會工作。

Delivered a public speech on "Law Enforcement and Professionalism in the Hong Kong Police Force" as a guest speaker to introduce the work of the IPCC.

透明度是獲取信任的關鍵

要贏取公眾及各持份者的長期信任，保持高透明度是關鍵之一。故此，監警會主動接觸各持份者、不同關注組織以及傳媒，加強溝通及交流，例如與不同團體會面，舉行傳媒發布會，適時更新資訊。

Transparency is the key to gaining trust

Maintaining high transparency is one of the keys for gaining long-term trust from the public and its stakeholders. Therefore, the IPCC proactively reaches out to various stakeholders, concern groups and media, to strengthen communications through meeting different organisations, organising press conferences to update the media timely.

監警會另外一個積極提高運作透明度的例子，是有關時任副總理李克強於 2011 年 8 月訪港而衍生的投訴個案審查工作。會方當時發現警方的調查需時比預期長，委員會遂決定根據《監警會條例》賦予的權力，主動在 2012 年 5 月發表中期報告，並在同年 12 月發表最終報告，讓公眾了解事件的發展，以及會方對受社會關注事件的重視。其後，警方亦根據會方的建議作出多方面改善。

Another example on proactive enhancement of transparency was about the review of complaints arising from the visit by the then Vice Premier Mr Li Keqiang to Hong Kong in August 2011. As it appeared to us that the Police investigations had taken longer than expected, the Council decided to – within the purview of the IPCC Ordinance – proactively publish an interim report in May 2012, and the final report in December the same year. This would keep the public abreast of developments regarding the issue, and the fact that the IPCC has accorded great importance to incidents that aroused wide public concern. Based on the Council's recommendations, a number of improvements on various aspects were also made by the Force.

不忘初心

我在慶祝監警會成立五周年的研討會上曾經說過，香港社會必須思考監警會在平衡警權及公民權利之間發揮怎樣的角色。如今監警會踏入十周年，對香港的投訴警察制度來說是一個重要的里程碑。觀乎現時的社會環境，公眾對警隊服務的期望日高，在未來的日子，大家或許可以預視到監警會的工作將面臨重大挑戰。我殷切期望監警會繼續努力，堅守獨立、公正、誠信的價值觀，好好發揮監察角色，確保香港的投訴警察制度公平、公正、對公眾問責，並確保投訴個案能夠有效率、具透明度地處理。我深信監警會定能繼續秉持核心價值，力爭進步，協助警隊提升整體水準，為香港市民服務。10



於《監警會研討會 2014》致歡迎辭。

Delivered opening address at the IPCC Symposium 2014.

Remaining true to our original aspirations

As I said in the IPCC symposium in celebration of its 5th anniversary, Hong Kong should contemplate the IPCC's role in balancing police powers and civil rights. The IPCC has entered its 10th anniversary, which marks an important milestone for the police complaints system in Hong Kong. In the light of the current social conditions, the public has growing expectations regarding the police service, and it can be expected that the IPCC's work will face significant challenges in future. I sincerely hope the IPCC will continue adhering to the core values of independence, impartiality and integrity, as well as discharging its monitoring role, in order to ensure a fair and impartial police complaints system accountable to the public, as well as ensuring police complaints are handled in an efficient and transparent manner. I have no doubt that the IPCC will continue to uphold its core values and make further progress, to facilitate the Force to improve its overall service quality to better serve the people of Hong Kong. 10



郭琳廣先生，

SBS, JP

**Mr Larry Kwok Lam-kwong,
SBS, JP**

監警會主席 2014 – 2018

IPCC Chairman 2014 – 2018

擔任監警會主席一職，有人說是充滿刺激，但在我看來更像是坐在灼熱的火爐上，尤以我就任初期為甚。我在 2014 年 6 月上任後僅三個月，歷時七十九天的佔領事件亦揭開序幕。那時，佔領事件是監警會歷史上，衍生最多投訴的單一事件（172 宗須匯報投訴和 357 宗須知會投訴）。期間，監警會面對著巨大壓力，除了要承擔繁重的工作量，還要處理來自各個關注團體、傳媒以及委員四面八方的不同意見。正當我們以為能從佔領事件中稍為喘息過來時，2016 年初又發生了旺角騷亂事件，並再次衍生了新一輪的投訴個案。

Some may describe my tenure as IPCC Chairman as "full of excitement". It appeared to me, however, more like "sitting on a hot stove", especially in the early stages. In June 2014, just three months after I took up the post, the Occupy Movement broke out, and went on for 79 days. At the time, the Occupy Movement was the single incident that gave rise to the most complaints in the history of the IPCC (172 Reportable Complaints and 357 Notifiable Complaints). During the Occupy Movement period, IPCC was under immense pressure. Not only did we have to handle the increased workload, we also had to address queries and views from all different directions, including queries from various concern groups and media, as well as different views among Council Members. While we thought the tension would ease off after the Occupy Movement, the Mong Kok Riot occurred in early 2016, giving rise to a new round of police complaints.



2015年與監警會委員現場觀察遊行。

Conducted on-site observation of the procession with the IPCC Members in 2015.

說實話，在巨大壓力下，人們的自然心理會為了減少爭拗和避免成為眾矢之的，而難免會在言語和行為上有意無意地傾向投他人所好，博取掌聲。但作為一個法定監管機構，我們必須保持冷靜和頭腦清晰。最重要的是，我們要堅決維護監警會的核心價值和投訴制度的可信性，在任何情況下都絕不能作出任何妥協。有賴各委員和秘書處同事盡忠職守和堅持專業精神，我們得以秉持獨立、公正和誠信的原則來審核所有由佔領和旺角騷亂事件衍生出的投訴個案，包括一些具爭議性的個案，例如涉及一位警司毆打的投訴案件。

Truth be told, people under immense pressure would, as natural with innate psychology, try to avoid disputes and criticism. Hence, people consciously or sub-consciously might say what others want to hear and behave in the way others like to see, thereby bringing in applause. However, as a statutory oversight body, the IPCC must stay calm and clear-minded. Most importantly, we should vigilantly uphold our core values and safeguard the integrity of the complaint system unswervingly. Such core values and integrity of the complaint system can never be compromised under whatever circumstances. Thanks to the dedication and professionalism of the Council Members and Secretariat colleagues, we were able to uphold independence, impartiality and integrity when reviewing all complaint cases arising from the Occupy Movement and the Mong Kok Riot, including some controversial cases, such as, an assault complaint case against a police superintendent.

加強管治和效率

儘管外在環境的挑戰接踵而來，監警會仍竭盡所能，全面強化機構內部管治，致力提升兩層投訴警察制度的工作效率和效益。我們推行了多項奏效的行政措施，當中包括檢討委員會和專責委員會的議事規則（以便提升管治和管理效率）、聘請顧問檢視人力資源管理並落實顧問報告的建議（以便加強人才的質素和培養）、增設研究組（以便提升監警會的專業能力），以及引入個案資料電子管理系統（以便管理及分析投訴個案的數據和資訊）。

Enhancing governance and efficiency

Despite the many external challenges, the Council was determined to strengthen its internal governance on all fronts, and strived to enhance the efficiency and effectiveness of the two-tier police complaints system. A number of administrative initiatives were implemented, including revision of the Council and Committee rules (for enhancing governance and management efficiency), conduct of a Human Resources Management Review by consultant and implementation of the resulting recommendations (for strengthening the capability and development of the Secretariat staff), establishment of the Research Team (for building capacity and capability of the IPCC), as well as introduction of an electronic database system (for managing and analysing the information and data of complaint cases).



在觀察員的2016的年度大會上致歡迎辭，感謝觀察員協助會方加強監察警方處理投訴的工作。
Delivered a welcome speech to extend his gratitude to Observers for rendering assistance to the Council in monitoring complaints handled by the Police at the IPCC Observers annual meeting in 2016.



與監警會委員一同參觀元朗八鄉少年警訊永久活動中心暨青少年綜合訓練營。
Visited the Junior Police Call Permanent Activity Centre and Integrated Youth Training Camp at Pat Heung, Yuen Long with IPCC Members.

為了加強對觀察員的支援，會方提升電子預約系統，方便觀察員出席警方就須匯報投訴進行的會面及觀察證據收集工作。由於觀察員計劃在兩層投訴警察制度中擔任制衡警方調查權的重要角色，因此會方定期舉辦工作坊，讓各觀察員就計劃相互交流和提出改善建議。

另一方面，我們明白如果審核投訴過程有所延誤，投訴人和被投訴人均可能會質疑監察制度的公平性。因此，在任內4年裡，監警會持續提升審核投訴個案的效率，致力加快速度，將審核投訴個案的時間大大縮短了三份之一，即縮短超過6星期，令積存多年的複雜個案幾乎全部得以妥善處理；同時亦增加監警會和投訴警察課工作層面會議的次數，以便更及時地處理投訴個案。

To boost the effectiveness of the Observers Scheme, the IPCC upgraded the electronic booking system to facilitate the Observers' attendance at interviews and evidence collection work conducted by the Police for Reportable Complaints. Since the Observers Scheme plays a vital part in check and balance for the Police's investigative power in the two-tier police complaints system, the IPCC has also organised regular workshops for Observers to exchange views and make recommendations on ways to improve the Scheme.

The IPCC understands that if there are any delays in the vetting process, both Complainants and Complainees might have doubts over the fairness of the monitoring system. Hence, during the 4 years of my term, the IPCC stepped up its efforts to improve efficiency, reducing the vetting time of complaint cases significantly by 1/3, i.e. over 6 weeks. We were pleased to see that almost all long-pending and complicated cases were cleared. At the same time, the number of working level meetings between IPCC and CAPO was also increased, in order that the complaint cases could be processed in a more timely manner.

與青年互動

監警會面對的另一個挑戰是，隨著社會日趨分化，人們可能根據自己的陣營立場而不是基於事實去作出判斷。特別是在當今社交媒體盛行的年代，信息往往未經查證就廣傳開去。因此，監警會必須建立更直接和透明的溝通渠道，加強與公眾的互動。有見及此，監警會在我任內推行了「校園計劃」，旨在鼓勵年輕人從多個角度去分析與投訴警察有關的時事，並增進他們對監警會角色和職能的認識。

Engaging with youth

Another challenge posed to IPCC as society became increasingly divided was that some people might judge certain issues according to their own stances on the issues, instead of basing on facts. In the age of social media, a message could easily go viral even before being fact-checked. It is therefore important for the IPCC to build a more direct and transparent communication channel to strengthen its interactions with the public. As such, the IPCC launched its School Programme during my term, aiming to encourage young people to analyse current affairs relating to police complaints from multiple perspectives, and to enhance their understanding of the IPCC's roles and functions.

展望未來 挑戰常在

展望未來，社會和政治環境不斷變化，新挑戰既是無可避免，亦難以預測。監警會極有可能會面對更多嚴峻的挑戰。每當在艱難時期或遇到巨大考驗時，監警會在決策時要從心底出發去維護體制，秉持核心價值，堅持恪守投訴警察制度的誠信，而不是為求方便，簡便了事。同時，監警會必須要時刻保持警覺，不時進行檢討，與政府和社會一起尋找共同的新路向，以符合社會對監警會的期望。我深信，我們都珍惜香港，我們共同的家。在各方共同努力下，監警會未來會繼續秉承其核心價值，並守護香港的兩層架構投訴警察制度。

Constant challenge facing the IPCC

Looking ahead, new challenges are inevitable and unpredictable in the ever-changing social and political climate. The IPCC would likely face more severe challenges in the future. At the end of the day, in particular in testing times when confronted with difficult situations, the Council has to follow its heart to safeguard the institution, uphold its core values and the integrity of the police complaint system, and not to choose the easy way out. At the same time, in conjunction with the Government and the community, the IPCC has to remain vigilant in carrying out reviews and in search of new directions from time to time in order to meet the expectations of the society. I am confident that with the joint efforts of all parties who love Hong Kong, our home, the IPCC will continue upholding its core values and strengthening Hong Kong's two-tier police complaints system in the years to come.

由衷感謝

如前所述，我在監警會的日子可謂充滿曲折，但所有的經歷都是珍貴難忘的。我很高興能成為監警會的一份子，與所有盡忠職守的委員和秘書處同事共事。🙏

Expressing gratitude

Although my time in the IPCC was full of twists and turns, the experiences and memories were invaluable. It was a privilege to be a member of the IPCC family, with all the dedicated Members and Secretariat staff. 🙏



梁定邦博士，

QC, SC, JP

Dr Anthony Francis NEOH,

QC, SC, JP

監警會主席 2018 – 現在

IPCC Chairman 2018 – Present

監警會自 2009 年成為獨立法定機構以來，積累了十年的寶貴經驗。十周年這一里程碑固然值得慶祝，亦正是時候讓我們反思過去，從而更好地裝備自己，迎接未來的種種挑戰。在會方準備此特刊時，大型公眾活動席捲全城，示威的規模、持續時間和暴力程度均是香港開埠 170 多年來前所未見。這些事件導致本港社會分化，頻密的衝突亦衍生大量投訴警察個案。

The IPCC has accumulated 10 years of invaluable experience since becoming an independent statutory body in 2009. While we are commemorating the 10th anniversary milestone, it also provides us an opportune moment to reflect on the past and to better equip ourselves for the challenges ahead. At the time of preparing this brochure, our society was engulfed in a wave of Public Order Events (POEs), unprecedented in scale, duration, and violence in its 170 years of history as a city. These events have polarised our society and led to frequent confrontations which created a large number of complaints against the Police.



在聯席會議上與警方討論投訴警察的相關事宜。

Discussed with the Police the matters related to complaints against the Police at the joint meeting.

要應付如此大量的投訴個案，有幸會方在兩位前任主席，包括翟紹唐資深大律師及郭琳廣先生的英明領導下，於過去十年間奠定了堅實基礎。這些基礎均建基於監警會的核心價值－「獨立、公正、誠信」。兩位前任主席以及眾多前任委員一直堅守這些核心價值，讓監警會得以克服過去的重重困難，履行兩層投訴警察制度的法定職能。

當本港社會越見分化及警民衝突頻生之際，社會上有不少的聲音提問：「現行的投訴警察制度是否與時並進？」事實上，監警會成立之初，世界各地包括英國在內的慣常做法亦是由警隊內部完成投訴調查的工作。而英國和某些司法管轄區更引入當時相對創新的監察制度，使之能在原有系統之上由第三方確保調查得以公平公正地進行。然而，時移勢易，部份海外地區的民眾對當地制度的期望日漸提升，為進一步鞏固監察工作，由最初引入第三方監察警方，提升至第三方機構獲賦權直接調查特定的案件，尤其是與貪污相關的投訴，或涉及嚴重傷亡事件的警方行動。

In having to respond to such a large volume of complaints, the IPCC is fortunate to have the solid foundations laid in the past ten years, under the able leadership of my predecessors Mr Jat Sew Tong, SC and Mr Larry Kwok. These foundations have been based on IPCC's core values of independence, impartiality and integrity which have been steadfastly followed by my predecessors and our past members, enabling the IPCC to manage the difficulties of the past and deliver the statutory functions under the two-tier police complaints system.

As Hong Kong become more polarised and more confrontations arose, a question is being asked by certain sectors of the community, not small in number, whether the present system of dealing with complaints against the police has kept up with the times. At the time when the IPCC was set up, it was the norm around the world, including the United Kingdom, that the Police Forces undertake their own investigations of complaints against their numbers. And it was a relative innovation among some jurisdictions at that time, including the United Kingdom, that there was overlaid upon such a system, a system of external supervision, to ensure that the investigation was done fairly and impartially. But over time, community expectations have grown in a number of overseas jurisdictions and the initial overlay of supervision has been reinforced by powers of direct investigations by the external police conduct oversight authority in certain special circumstances, particularly in relation to corruption complaints or cases where there were serious injuries or death in a police operation.

而在其他地區，專責監察警員操守機構的架構組織亦隨著社會環境演化，與政治保持距離；在部分地方，監察機構衍變成近乎司法機構的組織，由現任或前任法官領導，並賦權舉辦公聽會；亦有監察機構由專業人員負責進行調查個案及監管，並由毫無政治聯繫的決策層負責監督。也許香港是時候研究其他司法管轄區的監管機構歷年來的衍變，從中借鏡，藉以應對本港社會的變化，考慮是否需要檢討監警會的角色和職能。在 2019 年的監警會研討會上，多位知名講者曾就海外的投訴警察制度作出闡述。然而，監警會並無法定權力檢討其職能範圍。一如其他牽涉公共政策和相關法例修訂的事項，該等檢討屬政府權限範疇。不過，作為一個起步點，我們不妨檢視一下監警會在過去十年是否有效履行其法定職能，以及符合公眾期望。

此特刊總結了監警會過去十年的工作。

The structure of police conduct authorities has also evolved in other societies, where such bodies were distanced from politics. In some cases, conduct authorities have turned into quasi-judicial bodies staffed by current or former judges with powers of holding public hearings and in other cases, investigations and oversight are exercised by professional staff with oversight by a small board of directors with no political connections. It may be time to study and learn how police conduct oversight authorities in other jurisdictions have evolved over time, in order to cope with the ever-changing community and consider whether the role and functions of the IPCC should be reviewed. In the 2019 IPCC Symposium, overseas systems have been described by renowned speakers. But it is not within the statutory remit of the IPCC to conduct a review of the scope of its functions. Such a review lies in the domain of the Government, as any changes require a change of public policy and potential legislative amendments. A useful starting point, however, is a review of how effectively the IPCC has performed its present statutory functions and met public expectations in the past ten years.

In this volume, the IPCC summarises how it has performed its work in the past ten years.



於《監警會研討會 2019》致歡迎辭。

Delivered opening address at the IPCC Symposium 2019.



於香港警察學院結業典禮擔任主禮檢閱官。
Officiated at the Passing-out Parade of Hong Kong Police College as the Reviewing Officer.

提升研究能力 優化警隊服務

任何一宗投訴都有其特定的情況，或許與警方的工作流程、指引、資源分配和策略運用，或社會環境和期望的變化有所關聯。身處大數據時代，我們會研究每宗投訴個案的特徵，並從中汲取經驗，建議改善措施，避免同類投訴再次發生，並提升警隊的服務質素。除了審核投訴個案報告的主要職能外，監警會秘書處在近年增設的研究組，加強委員會分析投訴趨勢和性質的能力，利用多年累積的數據和資料，確定投訴相關的成因，再根據投訴個案的審核結果，深入研究警方的有關守則和常規，以提出改善建議，從而防止同類投訴再次發生。這些建議包括程序上的改善、人員培訓、裝備更新、相關程序或指引的修訂等，會方至今已提出超過 140 項建議。十年過去，雖不敢說碩果纍纍，但相信已為完善警隊常規和程序奠下穩固基礎，由根本提升其服務質素。

Enhancing research capacity and improving service quality of the Police

Complaint cases all have their own specific circumstances which might be related to Police's workflow, guidelines, resource allocation and application of tactics, or stemming from changes in the community's atmosphere and expectations. In the age of big data, we would study the specifics of each complaint cases and make better use of them to draw lessons and devise improvement measures to avoid recurrence and enhance service quality of the police. In addition to the primary function of vetting cases, a research team has been set up recently in the Secretariat with an aim to enhance the Council's capacity to analyse the trend and nature of complaint cases, and to identify the causes of issues through utilising data and information gathered over the years. Based on the findings of complaint cases, we look into all relevant guidelines and practices of the Police to make recommendations for improvements, with a view to preventing the recurrence of similar complaints. To date, the Council has made more than 140 recommendations, ranging from procedure enhancements, personnel training and equipment upgrades, to modification of related procedures or guidelines. After ten years, while we have enjoyed some fruitful results, we have also laid foundations for enhancing police guidelines and procedures to improve the quality of services, through analysing the root causes of issues.



與監警會委員現場觀察七一遊行。

Conducted on-site observation during the 1 July Procession with the IPCC Members.

此外，會方亦主動研究可能引致投訴的範疇，譬如警務人員配備隨身攝錄機，警方部署俗稱「水炮車」的人群管理特別用途車，以及在警車安裝閉路電視所衍生的相關事宜。通過研究其他地區的相關法例及做法，會方積極尋求與警方就這些裝備或武器的潛在優點、風險及公眾期望進行交流，並向他們提供意見。同時，我們亦多行一步，參考其他地區監管機構的做法和經驗，以協助制定及審視有關的警務指引、培訓及與公眾的溝通，以減少及防止投訴發生。

監警會留意到近年大型公眾活動的數字有上升趨勢，會方已經向警方提供了一些有關大型公眾活動的規劃及現場處理的改善建議。在撰寫本文時，監警會正積極就由 2019 年 6 月 9 日起發生的大型公眾活動，展開一項專題審視工作，旨在還原事件全貌，以協助審閱相關投訴個案，並就警務工作及程序向警方提供改善建議。

The Council also proactively looks into areas that might lead to complaints against the police. Examples include the use of Body Worn Video Cameras by police officers, the deployment of Specialised Crowd Management Vehicles ("SCMV") – commonly known as "water cannons" – and the installation of CCTV in police vehicles. Through research of related laws and practices in other countries, the Council proactively sought to exchange with and offer views to the police on the potential merit, risk and public expectations on use of these equipment or weapons to facilitate police operations. The Council also goes one step further and refers to the measures and experiences of overseas counterparts to facilitate the development and review of the relevant police guidelines, training and public communication with an aim to reduce / prevent complaints.

We also noticed that there is a rising trend of POEs in recent years and the IPCC had offered some improvement recommendations to the police regarding planning and on-site handling of POEs. At the time of writing, the IPCC is working hard on a Thematic Study arising from the POEs from 9 June 2019 onwards, with the aim of restoring the big picture of the POEs, assisting the Council in reviewing related reportable complaints and providing suggestions to the Police on improvements to its work and procedures.

恪守核心價值 鞏固監警制度

如前主席翟紹唐資深大律師提到，監警會成立之初，公眾認知度只有三成。十年過去，根據監警會委托香港大學民意研究計劃於 2019 年進行的最新意見調查顯示，監警會的認知度有 74%。我很高興看到公眾對監警會不再陌生，這亦引證會方多年來的宣傳和教育工作取得一定成果。

成功並非朝夕可得，公信力亦從來易毀難建。我很榮幸能夠擔任監警會主席一職，與各委員及秘書處共同參與和見證監警會的發展。我們的前路充滿挑戰，當前觸發的連串大型公眾活動造成巨大的社會影響，削弱了公眾對兩層架構投訴警察制度的信心。儘管在這艱難的氛圍下，我相信只要監警會繼續恪守其獨立、公正和誠信的核心價值，保持開放和透明的態度，我們有信心，監警會會繼續有效履行其法定職能，以鞏固兩層架構投訴警察制度。 10

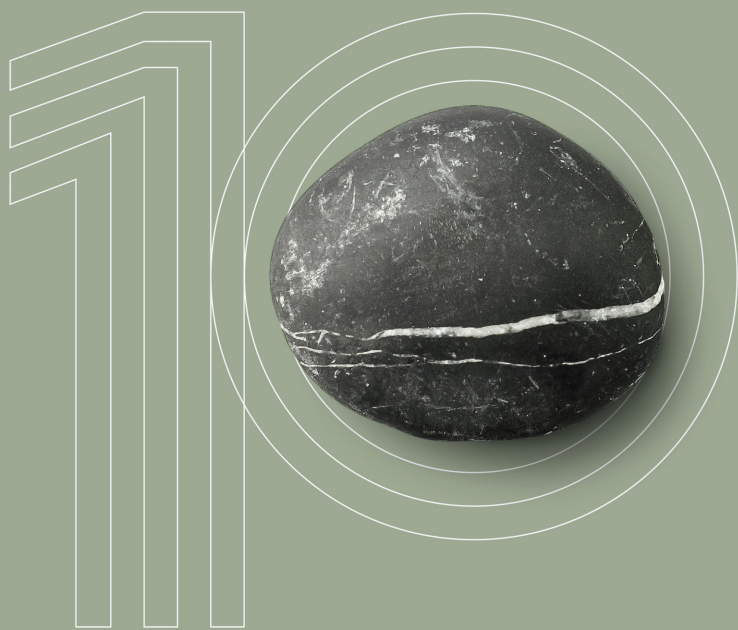
Upholding core values and strengthening the oversight system

As former Chairman Jat noted, the public awareness of IPCC was merely 30% at its inception. A decade later, the latest opinion survey on IPCC, conducted by the Public Opinion Programme of the University of Hong Kong in 2019, revealed that the public awareness of IPCC has risen to 74%. I am glad to see that IPCC is no longer barely known by the general public, which also attests to the fact the Council has made certain achievements in its promotion and education work over the years.

Success cannot be obtained overnight, and it is always easier to destroy than to build credibility. While I am honoured to serve as IPCC Chairman, to participate in and witness the development of IPCC together with our Members and Secretariat, I am also well aware that our road ahead will be filled with challenges, as the series of POEs have caused great social impact, which in turn weakened the public's trust in the two-tier police complaints system. Despite the hard times and no matter how thorny a problem is, as long as the IPCC continues to uphold its core values of independence, impartiality and integrity, and maintaining an open and transparent attitude, we are confident that IPCC will continue to effectively discharge its statutory functions to uphold the two-tier police complaint system. 10

加強管治 精益求精

Enhancing
Governance
and Striving for
Excellence



監警會在警隊日常工作專業化中發揮了一定的作用。在一個完善的投訴機制中，有效率地處理投訴，避免延誤是不可或缺的一環。

在監警會成立的首年，處理了近四千宗投訴個案，涉及的指控約八千項。當時的資源遠不足應付工作量。雖然近年的投訴數字有所下降，但公眾期望及社會環境急速變化令審核工作更複雜和更具挑戰性。過去十年來，監警會在致力鞏固兩層架構投訴警察制度的同時，亦透過不斷強化內部架構和管治、完善審核程序和機制，以及優化工作流程，提升監警會審核和行政管理的工作效率，讓會方更全面地履行法定機構的職能。

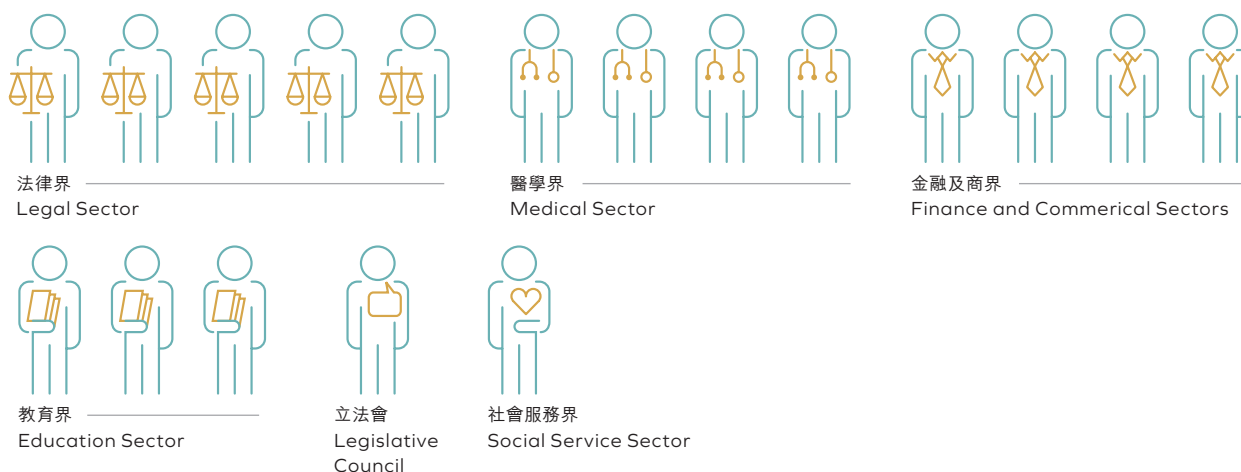
The IPCC has played a role in the professionalisation of the Force's daily policing duties. Efficient handling of complaints without delay is indispensable for a sound complaints system.

In its first year after inception, the IPCC handled nearly 4,000 complaints, involving some 8,000 allegations, which was a tall order for the then resources to meet. Although the number of police complaint cases has been declining in recent years, the rapid changes in public expectations and the social environment have made the work of vetting police complaints more complicated and challenging. Over the past decade, the IPCC has been striving to uphold the two-tier police complaints system. In parallel, it also strengthened its internal structure and governance, refined the vetting procedures and mechanism, improved the work process so as to raise efficiency of complaints handling and administration, thereby facilitating the IPCC to discharge its statutory functions more comprehensively.

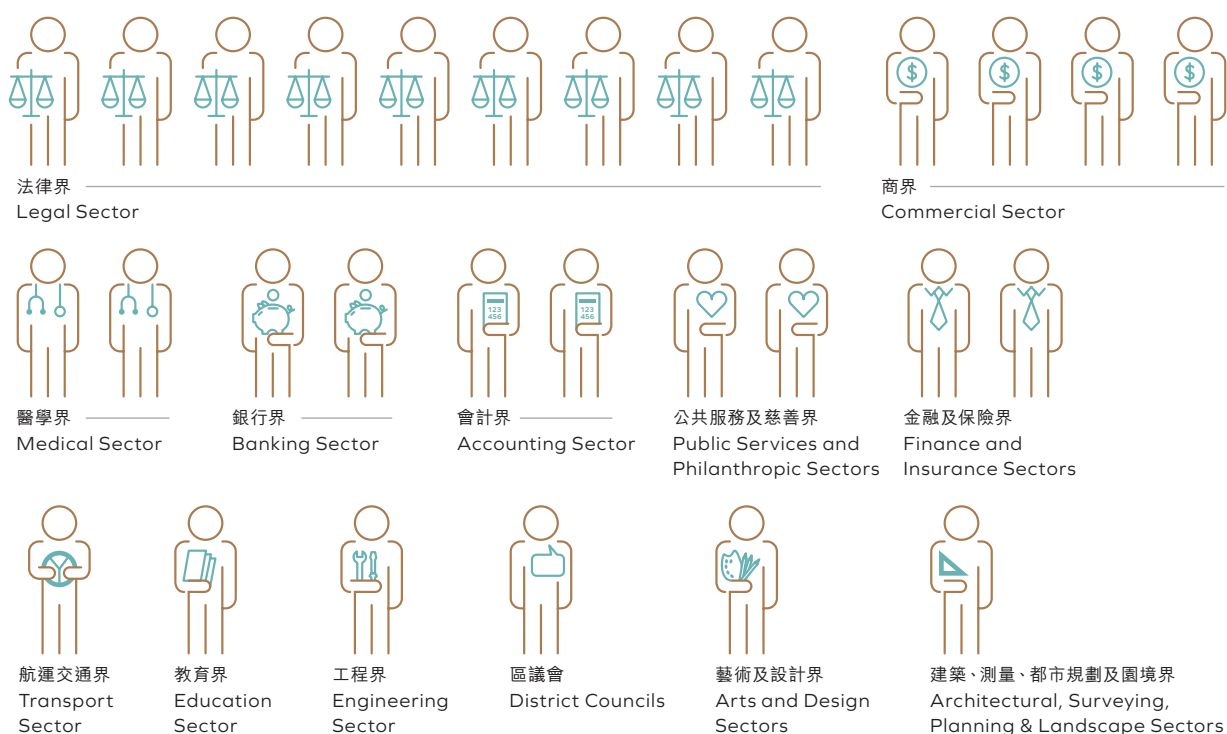
監警會委員來自法律界、醫學界、教育界、社福界、商界和立法會等不同界別，全部由特首委任。十年間，監警會會員由最初的 18 人增至 2019 年 12 月的 29 人。委員們具多方面專業知識和豐富經驗，有助會方審核投訴時作出多角度思考，並協助會方向社會各界別的推廣工作。而秘書處的編制也增至 68 人，支援委員會更有效地進行各方面工作。

IPCC Council Members, appointed by the Chief Executive, are drawn from a wide spectrum of society – including legal, medical, education, social welfare and business sectors, as well as the Legislative Council. In the past 10 years, the Council has expanded from the initial 18 Members to 29 Members (December 2019). With their extensive expertise and experience, Members have provided multiple perspectives in the examining of police complaints, and promoted the IPCC's work to various sectors of the community. The staff establishment of the Secretariat has also increased to 68 to provide effective and efficient support to the Council in carrying out various tasks.

2009 18名委員 18 Members



2019 29名委員 29 Members



強化內部管治及加強持份者對會方的認識

Strengthening internal governance and promoting public awareness of IPCC

為更有效地履行職能，監警會先後就不同工作範疇設立了五個專責委員會，包括嚴重投訴個案委員會、宣傳及意見調查委員會、管理委員會、運作及程序諮詢委員會，及法律事務委員會。

監警會於 2009 年成為獨立法定機構時，已經設立了嚴重投訴個案委員會、宣傳及意見調查委員會及管理委員會。會方於 2014 年增設的運作及程序諮詢委員會，就審核投訴調查報告衍生的重要事項，以及現有的警務投訴程序提供意見，協助進一步提升監警會個案審核程序的效率及成效。在 2014 年至 2016 年，本港經歷了兩次重大的社會政治事件，包括佔領事件和旺角騷亂，並衍生了大量投訴個案。由於所有的投訴均涉及公眾利益，會方決定由嚴重投訴個案委員會監察這些投訴個案的處理。

監警會明白需要主動接觸各持份者。因此，宣傳及意見調查委員會積極督導各項教育及宣傳計劃，加強與公眾的互動。除了自 2015 年開始到訪各區撲滅罪行委員會，會方亦繼續在 2017 年開始與 18 區的校長聯會聯繫，會方更在 2016 年推行「校園計劃」，鼓勵年輕人從多個角度分析投訴個案，增進他們對監警會的認識。

The IPCC has also set up five Committees to effectively carry out its functions: the Serious Complaints Committee (SCC), the Publicity & Survey Committee (PSC), the Management Committee (MC), the Operations Advisory Committee (OAC) and the Legal Committee (LC).

While SCC, PCS and MC were already in place when the IPCC became an independent statutory body in 2009, the OAC was set up in 2014 to advise the Secretariat on significant matters arising from the scrutiny of complaint investigation reports, and the existing complaint handling process, to further improve the efficiency and effectiveness of the IPCC case examination process. From 2014 to 2016, Hong Kong experienced two major socio-political incidents – the Occupy Movement and the Mong Kok Riot, which led to a significant number of complaints against the Police. As all related complaints were of considerable public interest, the Council decided that all these complaints to be monitored by the SCC.

The IPCC also identified the need to reach out to the stakeholders. Hence, the PSC has been proactively steering education and publicity programmes for enhancing interactions with the public. Besides visiting the Fight Crime Committee in various districts since 2015, the IPCC continued its engagement efforts with Principals' Association in 18 districts since 2017. Furthermore, the IPCC launched the School Programme in 2016 to encourage the younger generation to analyse complaint cases from multiple perspectives and enhance their understanding of the IPCC.

在管理委員會的督導及支持下，監警會推行多項行政措施，包括修訂全體委員會和小組委員會的規則、引入投訴個案資料電子管理系統，以及推行更制度化的員工發展和培訓等。這些措施有助會方全面強化內部管治，並提升會方履行法定職能的效率和效益。

Under the supervision and support from the MC, a number of administrative initiatives were implemented, including revision of the Council and Committee rules, the introduction of an electronic database system on complaint cases management and a more structured staff development and training programme. Such measures helped the IPCC strengthen its internal governance on all fronts and enhance the efficiency and effectiveness of the Council in discharging its statutory functions.

增強法律支援及研究能力

Reinforcing legal support and research capability

會方在 2016/17 年度成立了法律事務委員會，就委員會日常事務及審核投訴個案所產生的法律問題等提出意見。在法律顧問督導下亦成立了研究組，以加強分析與審核投訴個案相關的統計數字和資料，並研究在投訴處理機制、警察指引及程序上的國際做法。

The LC was set up in 2016/17 to give comments and express views on legal issues arising from daily operations of the Council and examination of complaint cases. Overseen by the Legal Adviser, a research team was also formed to analyse the statistics and information related to complaint cases. The research team also conducts studies on international practices in complaint handling mechanisms, as well as police guidelines and procedures.

優化審核程序

Enhancing vetting procedures

為更有效處理性質輕微的投訴個案，監警會和投訴警察課於 2015 年引入「表達不滿機制」，為投訴人提供一個較有效率處理輕微投訴的選擇，讓會方可以集中資源，處理性質較嚴重的投訴個案。自機制推行後，投訴數字亦進一步下降。

值得注意的是，涉及嚴重指控的投訴在過去十年錄得近八成的跌幅，由 2009/10 年度的 1,366 項，跌至 2018/19 年度的 289 項，反映監警會有效提升警隊的服務質素，絕大多數警務人員均能夠秉持公眾期望的高度誠信及操守。

同時，監警會多年來透過嚴謹的審核程序、數據分析等，從中找出可能或已經引致投訴的癥結，適時向警方提出可行的建議，協助警隊提升服務質素。過去十年，會方就改善警隊常規和程序提出的建議涵蓋各個範疇，其中 2017/18 及 2018/19 連續兩年提出的建議更是超過 20 項，有效避免同類型投訴一再發生。

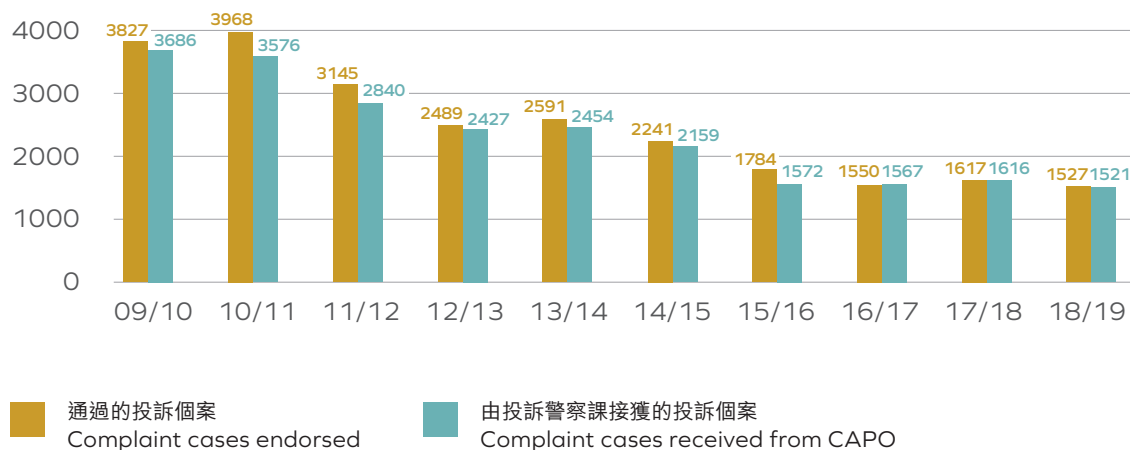
To handle minor complaints more effectively, the IPCC and CAPO introduced the Expression of Dissatisfaction Mechanism (EDM) in 2015. This serves as an alternative for handling minor complaints efficiently, and allows the IPCC to focus its efforts and resources on handling complaints that are more serious in nature. Since the introduction of EDM, the number of complaints has dropped further.

It is noteworthy that complaints concerning serious allegations registered a drop of nearly 80% – from 1,366 in 2009/10 to 289 in 2018/19, reflecting the fact that the IPCC has effectively enhanced Police services, and the vast majority of police officers were able to measure up to very high standards of integrity and conduct expected of them.

In the meantime, through the stringent case examination process and data analysis over the years, the IPCC has identified factors that may lead to or have led to complaints, and provided the Police with timely and practical recommendations for improvements. The recommendations for improvements covered a wide range of issues. More than 20 improvement measures were recommended to the Police in two consecutive years (2017/18 and 2018/19), which effectively prevent the recurrence of similar complaints.

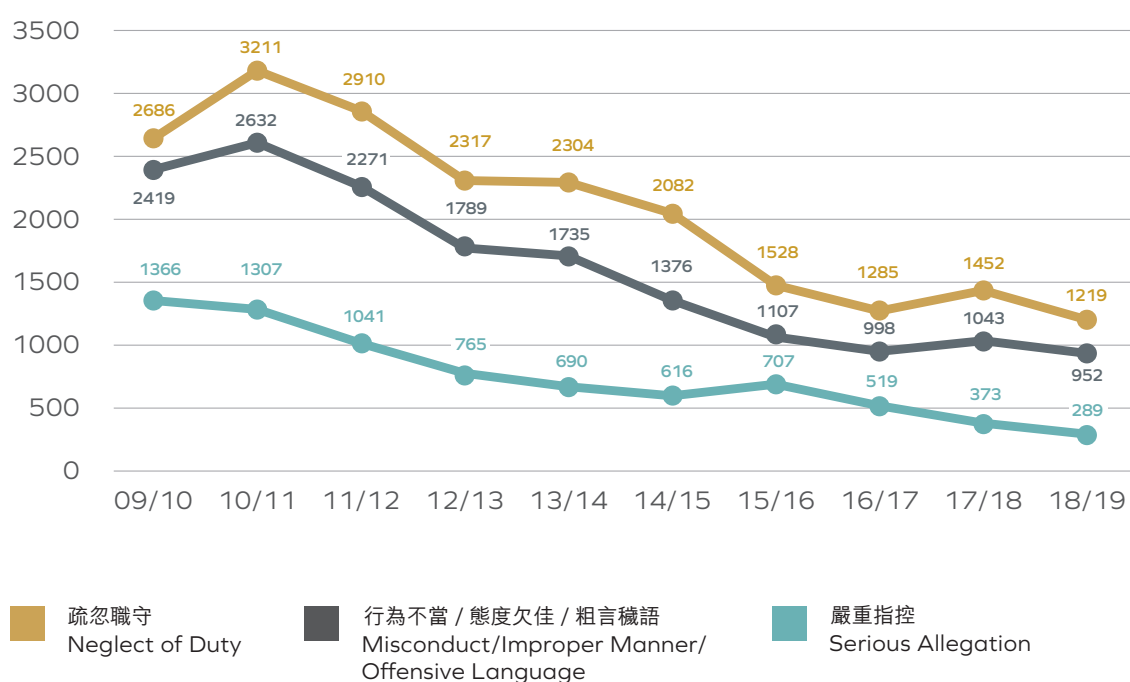
接獲及通過的投訴個案數字

Number of cases received and endorsed



指控數字(按性質分類)

Number of allegations by nature



改進工作流程

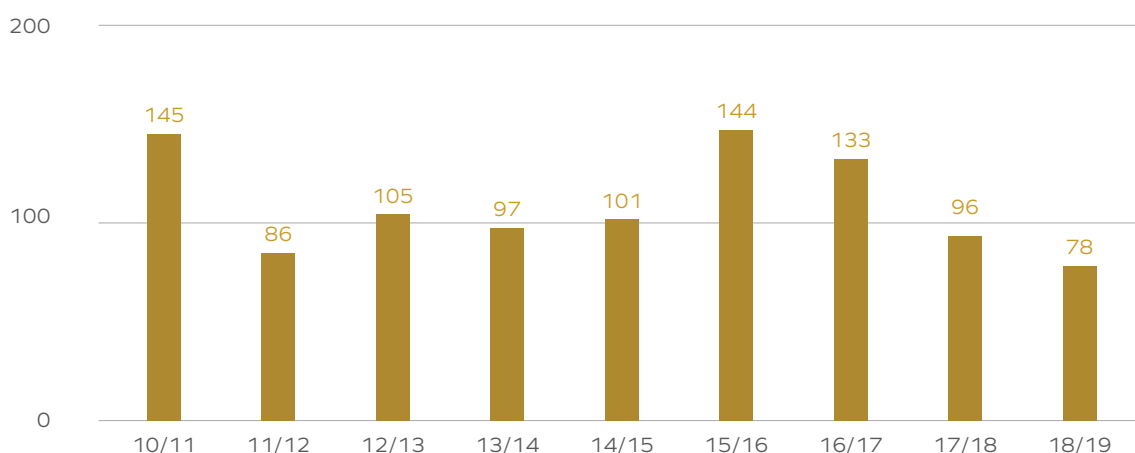
Improving workflow

監警會採取了各項措施，提升處理個案效率。在傳統書面質詢方式外，會方增加了與投訴警察課舉行工作層面會議的次數，希望盡早解決投訴個案。同時，委員會就現有的警務投訴程序提供意見，以精簡現有的投訴處理工作流程，包括由接獲至完成處理投訴中間的各個環節。審核個案的平均所需日數由 2010/11 年度的高峰 (145 天)，大幅下降至 2018/19 的 78 天，是過去十年時間最短的記錄。10

The IPCC has adopted various measures to improve the efficiency of case handling. Apart from the traditional way of issuing written queries, the IPCC also increased the frequency of working level meetings with CAPO with a view to resolving complaints expeditiously. The Council has advised on the police complaint handling process and made recommendations for streamlining the existing workflows, from receipt of complaints to completion of their handling. As a result, the average number of days required to examine an investigated case dropped significantly from 145 days in 2010/11 to 78 days in 2018/19, which is a record low in the past decade. 10

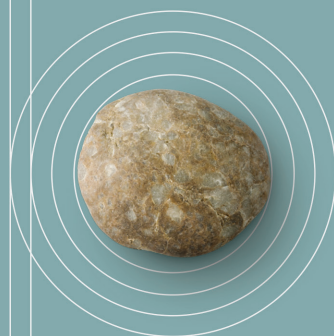
審核個案所需的平均日數

Average number of days required to examine a complaint case



給警隊的 改善建議

Recommended
Improvements to Police



積極的投訴管理是良好管治的象徵，亦是提升公共服務質素的重要一環。除了公平公正地處理投訴，亦需要機構在事後從投訴中學習及作出糾正，避免相同投訴再次發生。這是兩層架構投訴警察制度下，監警會、公眾及警方的共同目標。

為了達成這目標，2009 年 6 月生效的《監警會條例》便賦予監警會新的職能。當中第 8 條 (1)(c) 列明，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。

A positive approach to complaints management is a mark of good governance, and an integral part of improving the quality of public service. Apart from handling complaints in a fair and impartial manner, organisations must also learn the lesson, and rectify the situation to prevent recurrence of similar complaint. This is the common goal that the IPCC shares with the public and the Police under the two-tier police complaints system.

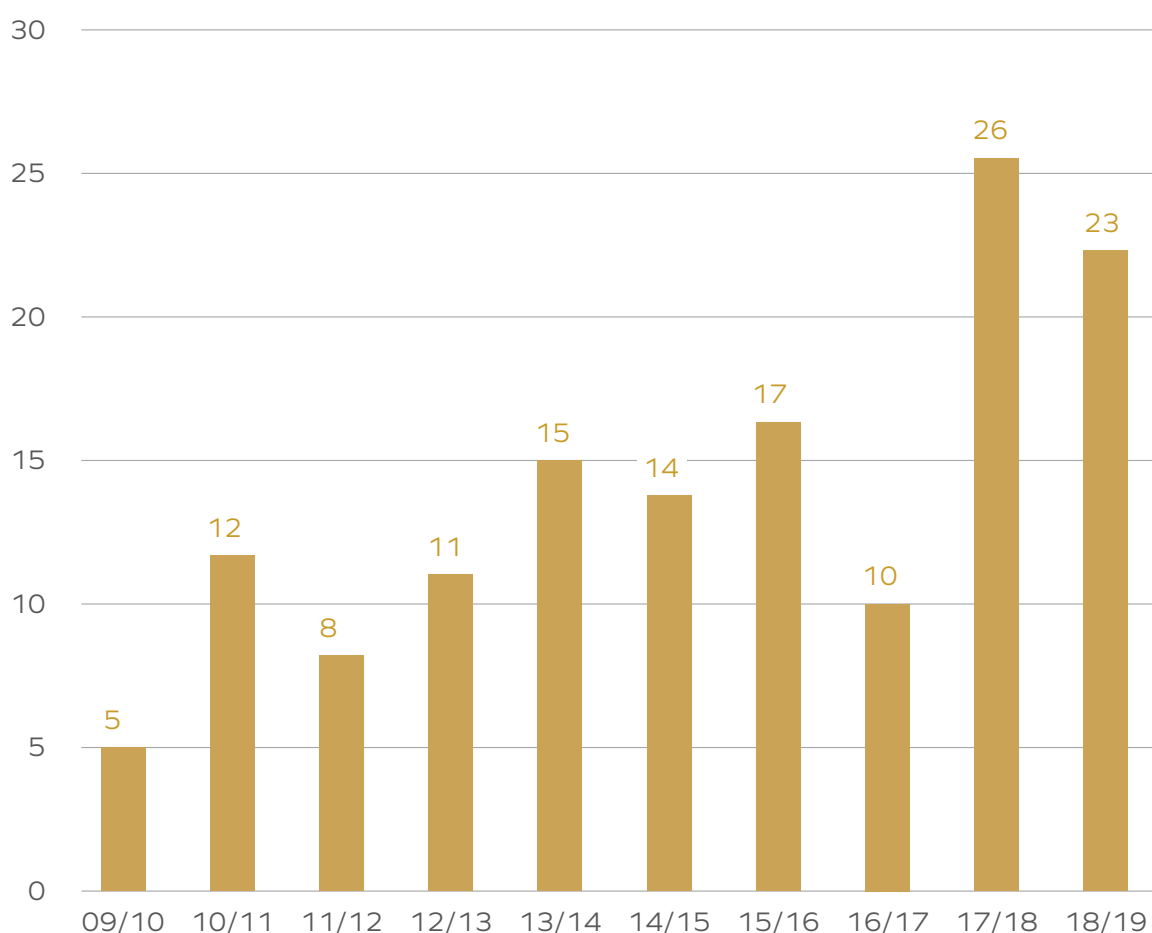
To achieve this common goal, the IPCC was bestowed with an additional function under the IPCCO, which came into effect in June 2009. Under section 8(1)(c) of the IPCCO, the IPCC may make recommendations to the Commissioner of Police and / or the Chief Executive if it identifies any fault or deficiency in a Police practice or procedure that has led to or might lead to a complaint.

過去十年，會方透過加強研究和分析累積數據，找出可能或已經引致投訴的癥結，適時向警方提出切實可行的建議。有關建議涵蓋範疇廣泛，務求從各層面協助警隊提升服務質素。

By enhancing its research efforts and analysing data collected over the past 10 years, the IPCC has identified the factors that may lead to or have led to complaints, and provided the Police with timely and practical recommendations for improvements. The recommendations covered a wide range of issues which assist the Police to improve various aspects of its service quality.

向警隊提出的改善建議的數字

Number of improvements recommended to the Police



以下是部分改善建議：

The following are examples of recommended improvements :



監警會就改善大型公眾活動的警務安排提出了多項觀點及建議。(資料圖片)
The IPCC has made a number of observations and recommendations on enhancing the policing arrangements for the Public Order Events. (Stock photo)

1. 處理大型公眾活動

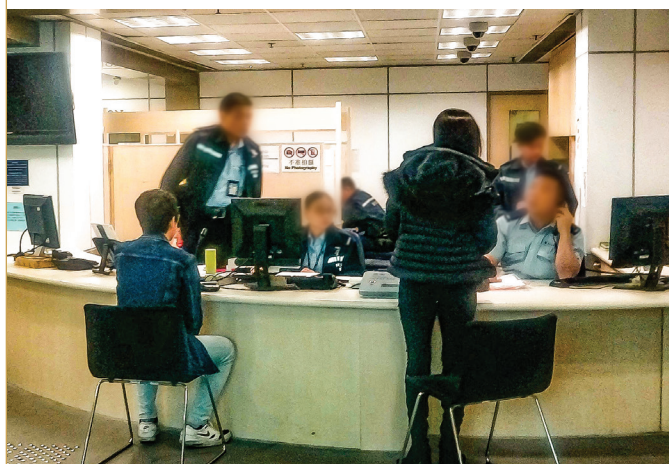
Handling of Public Order Events

- 改善發出的行動指令
Refined operational orders
- 加強與持份者的聯繫
Enhanced liaison with stakeholders
- 成立「傳媒聯絡隊」
Established Media Liaison Team
- 改善警方內部簡報會安排
Enhanced arrangement of force-level briefing
- 提升封閉行人天橋的管理
Enhanced footbridge closure management
- 增設「前置請願區」
Established Forward Petition Areas

2. 提升警署設備

Upgrading Police station facilities

- 提升警署的閉路電視系統
Upgraded the CCTV systems in Police stations
- 報案室電話配備錄音系統
Equipped Report Room telephones with recording systems
- 在接見室安裝觀察窗口
Installed observation windows in interview rooms



監警會建議警方研究在報案室安裝電話錄音系統的可行性，協助日後的投訴調查工作及方便警方跟進市民來電查詢及舉報。(照片來源：星島日報)

The IPCC suggested the Police to study the feasibility of installing telephone-recording systems in Report Rooms to assist in future complaint investigations and to help the Police follow up on reports or enquiries from the public. (Photo credit: Sing Tao Daily)



警務人員於當值期間使用私人手提電話執行公務。(照片來源：星島日報)
On-duty police officer used personal mobile phone for official duty purposes. (Photo credit: Sing Tao Daily)

3. 應用資訊及通訊科技

Application of information and communication technology

- 修訂在執行公務時使用私人手提電話的警隊指引
Modified police guidelines on the use of personal mobile phones for official duty purposes
- 改善「電話騷擾」投訴調查的通訊紀錄
Enhanced the checking of phone call records related to "telephone nuisance" complaint investigations
- 運輸紀錄系統的改善建議
Suggested improvements to the transport record system

4. 處理有特別需要的人士

Handling of persons with special needs

- 優化處理精神上無行為能力人士的程序
Enhanced procedures for handling Mentally Incapacitated Persons
- 加強處理家庭暴力案件的培訓
Reinforced training on the handling of domestic violence cases



警方加強前線警員對處理家庭暴力個案的認識，令家庭暴力案件得到適時及恰當的處理。(照片來源：星島日報)

The Police promote the knowledge of frontline officers on the handling of domestic violence cases to ensure such cases are handled properly and in a timely manner. (Photo credit: Sing Tao Daily)

5. 交通及執法

Traffic enforcement

- 修改《交通程序手冊》內有關向交通事故受害者提供案件及聆訊進展的程序
Modified procedures for notifying victims of traffic accidents regarding progress of their cases and court hearings
- 改善交通意外和解的記錄程序
Enhanced the procedures for recording of traffic-related private settlements
- 檢視有關規管安裝在車輛內的侵擾者警報系統的條例
Examined legislation governing intruder alarm systems in vehicles
- 檢討打擊非法賽車的行動及程序
Reviewed operations and procedures regarding illegal car racing



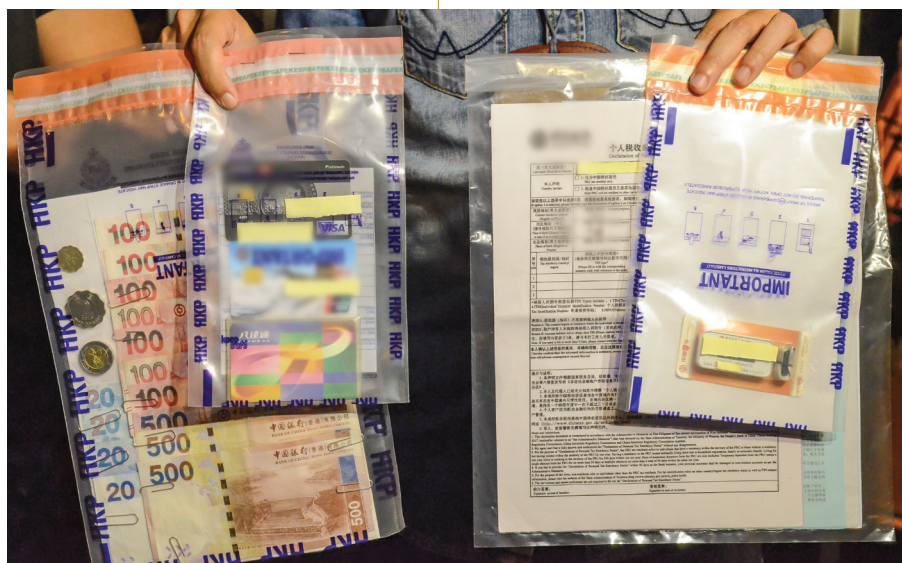
監警會向警方建議修改《交通程序手冊》，以及時向交通事故受害者提供案件及聆訊的最新進展。
(照片來源：星島日報)

The IPCC made recommendations on modifying the Traffic Procedures Manual in notifying victims of traffic accidents for progress of the case and court hearing.
(Photo credit: Sing Tao Daily)

6. 其他常規及程序

Other practices and procedures

- 加快失竊八達通卡的調查程序
Expedited the process for checks
concerning lost Octopus cards
- 改善錄取口供的程序
Recommended improvements to
procedures regarding statement-
taking
- 改善處理貴重「失物」的程序
Recommended improvements in the
handling of valuable lost property
- 檢視警隊就「與罪案投訴人的通訊」的指引
Reviewed the guidelines on
"Communication with Complainants
of Crime"



在調查盜用八達通卡的個案時，警方需向八達通卡有限公司取得八達通卡交易紀錄。

(照片來源：星島日報)

When investigating cases relating to the fraudulent use of Octopus cards, the Police need to request the Octopus Cards Limited to provide the transaction records.

(Photo credit: Sing Tao Daily)

- 檢視進行「截停搜查」的程序
Reviewed the "Stop and Search" procedures
- 改善處理「保釋」程序
Recommended improvements to procedures regarding "On Bail"
- 檢討處理自動櫃員機拾獲現金的指引和程序
Reviewed the guidelines and procedures for handling cash found at ATMs
- 修改記錄「記事冊」的程序
Amendment to the procedures for keeping records in a Police notebook
- 修改披露犯罪紀錄的程序
Amendment to procedures regarding the disclosure of criminal records
- 改善「表達不滿機制」程序的建議
Suggested improvements to procedures regarding the Expression of Dissatisfaction Mechanism
- 優化投訴程序
Enhanced complaints procedures

觀察員計劃

Observers Scheme





會方向長期服務的觀察員頒發獎狀，感謝各人協助委員會加強監察警方處理投訴的工作。

The Council presented certificates to long-serving Observers for assisting the Council in monitoring the handling of complaints by the Police.

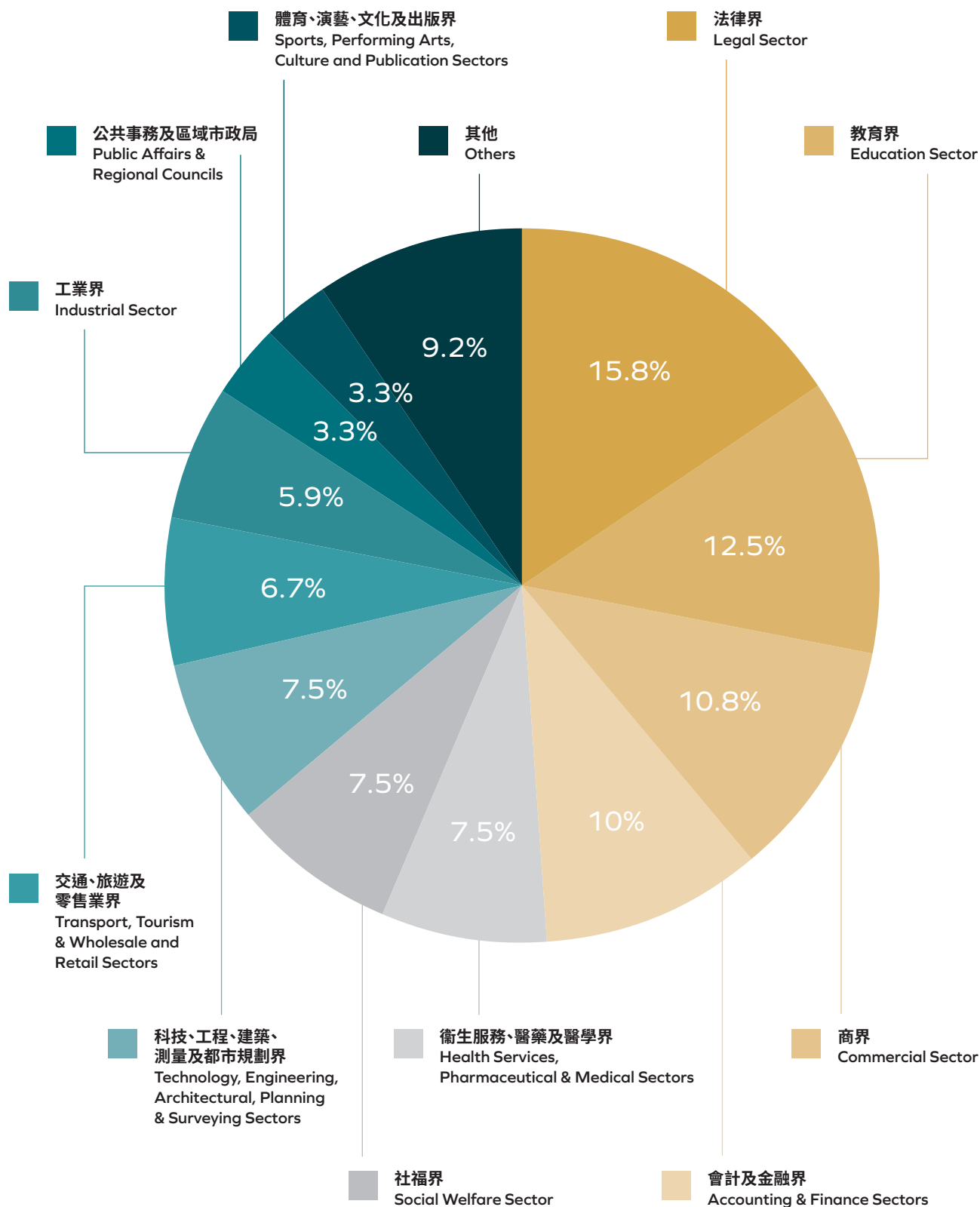
觀察員計劃早於 1996 年開始推行，當時只是行政措施的一部分。直至《監警會條例》生效，觀察員的法定職能亦明確寫入法例，進一步增強了會方的監察職能。監警會的觀察員來自各階層和專業領域，他們全部由保安局委任，以義務性質履行觀察職務。

When the Observers Scheme was introduced in 1996, it was merely an administrative measure. Later, the IPCC Ordinance came into effect, which clearly stipulated the statutory functions of Observers, and further strengthened IPCC's monitoring function. The IPCC Observers are appointed by the Security Bureau and from a wide spectrum of the society and professions. They perform the observation duties on a voluntary basis.

觀察員的專業領域

Professions of IPCC Observers

(截至2019年12月 As at December 2019)





監警會委員、觀察員、秘書處代表分享意見和經驗。
IPCC Members, Observers and representatives from the Secretariat shared their views and experiences.



梁定邦主席致歡迎辭，感謝觀察員和投訴警察課代表出席監警會觀察員工作坊暨午餐會。

Dr Anthony Francis Neoh (Chairman) gave a welcome speech to extend his gratitude to Observers and CAPO representatives for attending the IPCC Observers Workshop cum Luncheon.

觀察員（當中包括監警會委員）的角色是觀察和匯報，透過出席觀察投訴警察課就須匯報投訴進行的會面和證據收集工作，以協助會方確保投訴個案的調查初期已在公平公正的原則下進行。投訴警察課會盡量在會面或證據收集行動前，至少 48 小時通知監警會，以便秘書處知會觀察員有關安排。觀察員亦可以在未經預約的情況下，出席和觀察警方上述的會面及證據收集工作。

基於公平公正的原則，觀察員在觀察期間不會作出任何干預或發表個人意見，以免影響會面或證據收集的進行。觀察完畢後，觀察員須向監警會作出匯報；如發現任何不當之處，監警會便會和投訴警察課跟進。

The role of IPCC Observers (including IPCC Members) is primarily to observe and report to the IPCC. By observing CAPO's interviews and collection of evidence for Reportable Complaints, the Observer helps to ensure that complaint case investigations at early stage have been conducted by CAPO in a fair and impartial manner. Insofar as practicable, CAPO will notify the IPCC at least 48 hours in advance of any impending interview or collection of evidence. The IPCC Secretariat will then notify Observers of the observations. Observers can also attend and observe the above-mentioned evidence collection work by the Police without making prior appointments.

The Observers are to remain fair and impartial, i.e. without interfering or offering personal opinions whilst observing the conduct of interviews and collection of evidence by CAPO. After each observation, the Observers submit reports to the IPCC. Should any irregularities be reported, the IPCC will follow up with CAPO.

觀察員計劃的發展

Development of Observers Scheme

優化觀察員計劃的效益是近年會方其中一個工作重點。會方致力強化觀察員的監察角色，為他們提供更多支援，以便他們出席投訴警察課就調查投訴所進行的會面及證據收集工作。這些優化措施包括：

- 提升計劃的電子平台，利用手機短訊通告新的觀察資料，方便觀察員隨時預約觀察，以提升整體觀察員出席觀察的比率
- 舉行觀察員工作坊、交流會、迎新講座等，讓觀察員彼此交流經驗，以及向監警會委員和投訴警察課直接反映意見
- 持續與警方及其他部門協調，提升觀察工作效率，例如在一些拘留設施撥出特定時段供投訴會面之用，縮短觀察員在現場等候的時間等



會方舉辦簡介會，向新獲委任的觀察員介紹觀察員計劃。

The IPCC organised briefings to brief the newly appointed IPCC Observers on the Observers Scheme.

In recent years, enhancing the effectiveness of the Observers Scheme has been one of the work priorities for the IPCC. The Council strives to strengthen the monitoring function of Observers by stepping up measures to support their work, facilitating their observations of interviews for investigating complaints and collection of evidence conducted by CAPO. The enhancement measures included:

- Upgrading the e-portal system and providing information on new observation via Whatsapp notification, enabling booking of observation at all times and places and increasing the overall attendance rate
- Facilitating experience sharing by organising workshops, sharing sessions and new observers briefing sessions, in which Observers can exchange views among themselves and give direct feedback to IPCC Members and CAPO; and
- Optimising co-ordination with the Police and other Government departments to improve efficiency of Observers' work, such as allocating time slots in advance at some detention facilities for complaint-related interviews, thus reducing the on-site waiting time for Observers

重要數據

Key Statistics

觀察員數目

Number of Observers

為提高監警會的透明度及專業性，獲委任為監警會觀察員的人數逐步遞增，由 2009 年監警會成立之初的 91 名，增加至 2019 年的 120 名。

觀察員來自社會各界別，具備不同職業背景，包括社區代表、金融、會計、建築、工程、教育、社會福利、法律、醫學、衛生服務、商界等等。此外，近年亦有越來越多年輕的觀察員獲委任加入團隊，讓更多年輕人能夠理解投訴警察制度及為監察制度出一分力。截至 2019 年年底，四分一的觀察員為 40 歲以下。

To promote transparency and professionalism of the oversight system, the number of Observers appointed has increased from 91 in 2009 to 120 in 2019.

Observers come from various sectors of the community and have different professional backgrounds. They include representatives from districts, along with finance, accountancy, construction, engineering, education, social welfare, legal, medical, health services and business sectors etc. In recent years, a growing number of young Observers have joined this big family, so that more young people can understand the police complaints system and make contribution to the oversight mechanism. As at end of 2019, 25% of the Observers were under the age of 40.

觀察數字

Number of observations

近年觀察員的出席比率持續攀升，由 2009/10 年的 23%，大幅上升 2018/19 年的 95%。

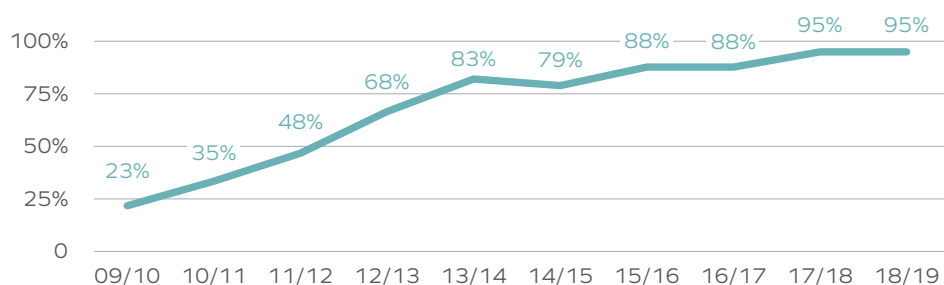
經過監警會在「校園計劃」及地區的宣傳工作後，觀察員計劃得到更多人士的認同，越來越多當事人主動要求投訴警察課或監警會安排觀察員出席觀察投訴警察課的會面或搜證工作。

The Observer attendance rate significantly increased from 23% in 2009/10 to 95% in 2018/19.

The School Programme and community publicity programmes launched by the IPCC generated higher recognition for the Observer Scheme, leading to a growing number of requests to the CAPO or IPCC for Observers' attendance in interviews or collection of evidence in recent years.

出席比率

Attendance Rate



與持份者聯繫

Engaging with
Stakeholders



一直以來，監警會致力加強公眾對會方的認識，透過各種途徑與持份者保持緊密聯繫，以便更好地履行《監警會條例》第 8 條 (1)(e) 的職能。過去 10 年，監警會積極與警方、關注團體、其他監察機構等持份者建立緊密關係。近年，會方更走進社區，與地區人士及青少年面對面溝通，分享監警會的工作及介紹兩層架構投訴警察制度。

The IPCC has been leveraging various channels to closely engage with stakeholders in order to better discharge its function of promoting public awareness of its role pursuant to section 8(1)(e) of the IPCCO. During the past 10 years, the Council has been proactively building relations with stakeholders including the Police, concern groups, as well as other oversight bodies. In recent years, the Council has reached out to communicate face-to-face with members of the local community including young people in order to introduce its work and promote the two-tier police complaints system.

本地持份者 Local Stakeholders

警方

The Police

聯席會議

監警會定期與投訴警察課舉行聯席會議，討論投訴警察事宜。每次會議均設有公開部分予公眾旁聽及傳媒採訪，藉以提高透明度。

Joint Meetings

The Council has periodically held Joint Meetings with CAPO, to discuss issues related to complaints against the Police. To further enhance its transparency, IPCC also invite members of the public and media to observe the open sessions of these meetings.



警方在監警會與投訴警察課的聯席會議上，匯報了最新的投訴統計數據。

At the Joint Meeting between IPCC and CAPO, the Force reported on the latest complaints statistics.

警方

The Police

與警方管理層及前線警員會面

為了解前線警務人員執行職務及各區的投訴情況，監警會定期到訪不同警察部門和警區、與警員舉行交流會、會見各級警察職方協會，及出席地區預防投訴委員會會議。

Meetings with the police management and frontline police officers

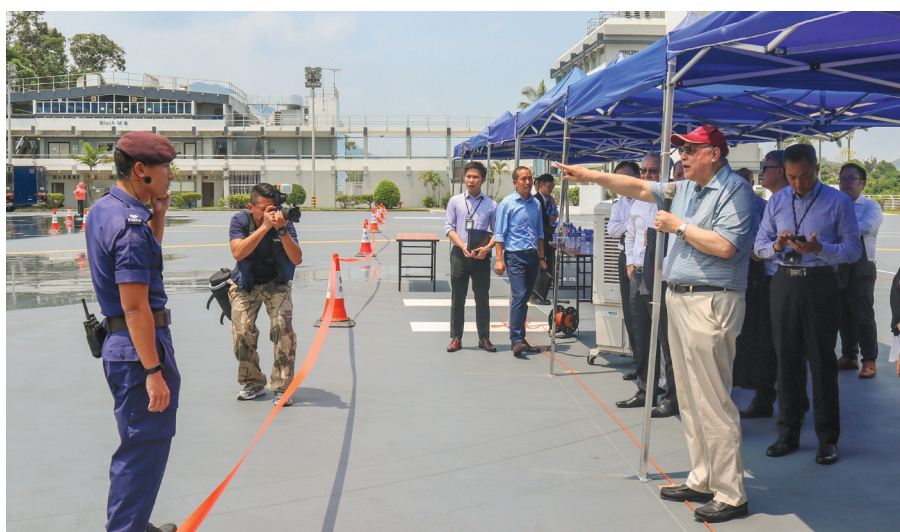
In order to understand how frontline police officers discharge duties and the complaints in various districts, the Council regularly visited different Police departments and districts, held meetings with police officers, met with Police staff associations at all levels, and attended meetings of the Regional Committees on Complaints Prevention.



監警會委員探訪水警總區。
IPCC Members visited the Marine Region.



監警會委員探訪港島總區衝鋒隊。
IPCC Members visited the Emergency Unit Hong Kong Island.



監警會委員參觀俗稱「水炮車」的人群管理特別用途車示範環節。
IPCC Members observed the demonstration session of the Specialised Crowd Management Vehicles, commonly known as "water cannon vehicles".

青少年

Youth



秘書處代表出席香港大學利銘澤堂的活動。

Representative from the Secretariat attended an activity organised by the R.C. Lee Hall of The University of Hong Kong.



監警會委員及秘書處代表出席校園演講。

IPCC Members and representatives from the Secretariat conducted school talks.



校園計劃

監警會於 2016 年 11 月起推行「校園計劃」，委員和秘書處審核團隊代表走訪各區中、小學校。他們透過演講、短片、真實個案分析及互動遊戲等，向師生深入淺出地介紹審核投訴個案的原則和程序，以及投訴人的權利和責任。截至 2019 年年底，會方已透過 57 次探訪，接觸超過 7,300 名中、小學師生，並獲得各參與學校的正面評價。

此外，監警會亦先後獲本地多間大專院校邀請出席周會講座演講、課堂演講、高桌晚宴等活動，向大學生和教職員介紹監警會的工作，以及兩層架構投訴警察制度。

School Programme

Since the introduction of the School Programme in November 2016, IPCC Members and representatives of the Secretariat Vetting Team have reached out to secondary and primary schools, sharing with students and teachers the principles and procedures for reviewing complaint investigation reports, as well as the rights and responsibilities of Complainants, through talks, videos, case analyses and interactive games. At the end of 2019, the Council had reached out to over 7,300 students and teachers during 57 school visits. The programme has been well-received by all the participating schools.

Moreover, the IPCC has been invited by various local universities and tertiary institutions to attend activities such as featured assemblies, lectures and high table dinners, during which the Council has explained its work and the two-tier police complaints system to the students and teaching staff.

青少年

Youth



到訪校長聯會

為推動「校園計劃」，監警會自 2017 年開始到訪各區的校長聯會，向校長介紹監警會的工作及「校園計劃」，以及就計劃交換意見以提升成效。

Visits to District Principals' Associations

To rally more support for the School Programme, the Council has visited District Principals' Associations in 18 districts since 2017, to introduce its work and the programme, as well as exchange views on the programme in order to achieve greater impact.

監警會委員及秘書處代表到訪大埔區中學校長會 (左) 及荃灣、葵涌及青衣區中學校長會 (右)，並宣傳「校園計劃」。

IPCC Members and representatives from the Secretariat visited the Association of Secondary School Heads (Tai Po District) (left) and the Association of Heads of Secondary Schools of Tsuen Wan, Kwai Chung & Tsing Yi District (right) and promoted the School Programme.



得獎者向主禮嘉賓介紹得獎作品。
The winners introduced their winning entries to the officiating guests.

校園計劃標誌及標語設計比賽

監警會於 2018 年舉辦了「校園計劃標誌及標語設計比賽」，鼓勵學生透過資料搜集和創作，發揮獨立思考能力和創意，分享對監警會工作的看法。

「校園計劃標誌及標語設計比賽」獲獎作品。

School Programme Logo and Slogan Design Competition winning entries.



School Programme Logo and Slogan Design Competition

In 2018, the Council organised a School Programme Logo and Slogan Design Competition, aiming to encourage students to share their views of the IPCC's work, through researching and applying creativity with independent thinking.

監警會少青同樂日2019

適逢 2019 年為監警會成立十周年，會方舉辦了「監警會少青同樂日」，透過展覽、攤位遊戲、體驗活動等，讓參加者在輕鬆的氛圍中認識監警會的工作，並加強與學校及青少年的聯繫。

IPCC Youth Day 2019

In celebration of the IPCC's 10th Anniversary in 2019, an IPCC Youth Day was organised. This event featured a wide array of activities including an exhibition, interactive games and adventure activities, for participants to better understand the IPCC's work in a fun-filled vibe. The Youth Day also provided a great opportunity for the Council to build closer ties with schools and young people.



同學踴躍參與同樂日的各項遊戲和體驗活動。

Students actively participated in various games and adventure activities of the Youth Day.

社區

Community

到訪各區 撲滅罪行委員會

監警會自 2015 年開始到訪各區撲滅罪行委員會，介紹會方工作，期望透過加強和社區的聯繫，掌握民意動向，從而改善會方的工作。

Visits to District Fight Crime Committees

Since 2015, the Council has visited Fight Crime Committees in various districts, to introduce the IPCC's work. By fostering close bonds with the community, the Council hopes to keep abreast of society's aspirations and improve its work.



監警會委員到訪灣仔區撲滅罪行委員會(上)及荃灣區撲滅罪行委員會(下)。

IPCC Members visited Wan Chai District Fight Crime Committee (up) and Tsuen Wan District Fight Crime Committee (down).



監警會舉行傳媒簡佈會，向公眾闡述會方工作的最新進展。

IPCC hosted a media briefing to update the public on the progress of its work.

傳媒

Media

監警會一向重視對外傳訊及與傳媒聯繫。除了定期舉辦新聞發布會，會方亦在季度公開會議後安排會見傳媒，及安排媒體訪問，向公眾介紹會方工作最新情況，提高機構透明度。

The IPCC has all along attached great importance to external communications and engagement with the media. Apart from holding regular press conferences, the Council also met with media representatives after quarterly public meetings, and arranged media interviews to update the public regarding progress with its work and to enhance the transparency of the IPCC.



監警會委員接受電視台及電台訪問。

Television and radio interviews with the IPCC Members.



關注團體 Concern Groups



監警會出席中華總商會青年委員會的專題午餐會。
IPCC attended the Chinese General Chamber of Commerce luncheon.



監警會與香港社區組織協會會面。
The IPCC met with the Society for Community Organization.



秘書處代表獲邀出席維多利亞扶輪會晚宴，並擔任主講嘉賓。
Representative from the Secretariat was invited by Rotary Club of Victoria as the guest speaker.

因應不同時期的投訴趨勢和公眾關注的議題，監警會與各類關注團體會面，包括關注遊行安排、人權、司機、女性及記者權益等團體，就警方執法及處理投訴的事宜交換意見，協助委員公平處理類似投訴。

鑑於各界對處理警察投訴日益關注，監警會把握各種機會，透過出席各專業界別的會議及演講，向社福界、商界等介紹會方角色及職能，並與社會各界人士交流意見。

In response to trends in complaints and issues of public concern at different times, the IPCC met with various concern groups, including those which focus on public order event arrangements, human rights, and the rights of drivers, women and journalists. The parties exchanged views on police enforcement and handling of complaints, which in turn assisted IPCC Members in reviewing related complaints in an impartial manner.

In view of the growing public attention on the handling of Police complaints, the Council also seized every opportunity to introduce its roles and functions, and exchanged views with the community through seminars or presentations held by various professional sectors, such as social welfare and business sectors.

監察機構

Oversight Bodies

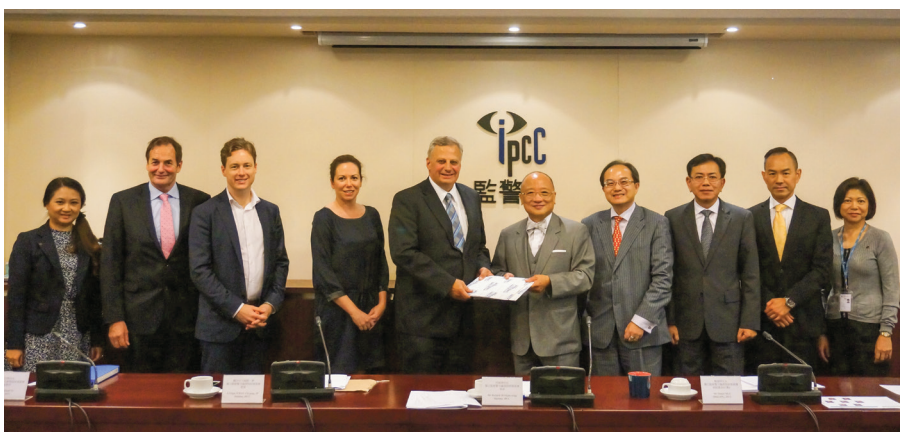
各地的監察組織架構和法規因地而異。一直以來，監警會與多間來自世界各地的警察監察、反貪腐及申訴專員機構保持交流，讓會方緊貼各地監察機構的最新發展。

The organisational and regulatory structure of monitoring bodies vary from place to place. Over the years, the Council has kept in touch with various police-monitoring and anti-corruption organisations, and ombudsmen from around the world. These interactions have enabled the Council to keep abreast of the latest developments of these oversight bodies in various places.



監警會與澳門保安部隊及保安部門紀律監察委員會代表團會面。

The IPCC met with the delegation of the Macao Security Forces Disciplinary Committee.



監警會與澳洲維多利亞州獨立反貪腐委員會代表團會面。

The IPCC met with the delegation from the Independent Broad-Based Anti-Corruption Commission Committee from Victoria, Australia.



監警會與泰國公共部門反貪委員會辦公室代表團會面。

The IPCC met with the delegation from the Office of Public Sector Anti-Corruption Commission of Thailand.



監警會與深圳海關緝私局代表團會面。

The IPCC met with the delegation from Shenzhen Customs Anti-Smuggling Bureau.



監警會與印尼國家警察委員會代表團會面。

The IPCC met with the delegation from Indonesia National Police Commission.

海外交流

Overseas Exchange

為了進一步提升審核投訴的專業水準，委員會多次委派秘書處職員遠赴加拿大、特立尼達和多巴哥等國家出席國際研討會，與來自世界各地的專家就監察警權事宜交換意見；會方亦曾先後派出考察團，探訪澳洲及英國的監察組織並汲取經驗。

With a view to further enhancing the professionalism in complaints reviewing, the Council has sent Secretariat staff to Canada, Trinidad and Tobago and other countries to attend international seminars, during which they exchanged views with experts from around the world on monitoring police power. In addition, the Council's delegations visited monitoring organisations in Australia and the United Kingdom to broaden their exposure to worldwide police monitoring practices.



秘書處代表訪問澳洲監察機構。

Representatives from the Secretariat visited oversight bodies in Australia.

十周年 紀念活動

10th Anniversary
Activities



監警會少青同樂日2019 暨校園計劃標誌及標語設計比賽頒獎禮

The IPCC Youth Day 2019 &
School Programme Logo and Slogan Design Competition
Award Presentation Ceremony



監警會委員及主禮嘉賓與一眾得獎學生合照留念。
IPCC Members and officiating guests took
photos with the winning students.

為紀念成為獨立法定機構十周年的重要里程碑，監警會於2019年3月10日假元朗八鄉少年警訊永久活動中心舉辦了以「監警職能齊認識，公平制度共得益」為主題的「監警會少青同樂日2019」（同樂日），為連串慶祝活動揭開序幕，亦藉此進一步擴大「校園計劃」的覆蓋面及加強與青少年的聯繫。

In celebration of the IPCC's 10th Anniversary as a statutory body, the IPCC Youth Day 2019 (Youth Day) was held on 10 March 2019 at the Junior Police Call Permanent Activity Centre, Pat Heung, Yuen Long. This marked the beginning of a series of celebratory events, to further expand the coverage of the School Programme, and to enhance IPCC's communications with the younger generation.

同樂日由香港特別行政區政務司司長張建宗先生，GBM，GBS，JP、監警會主席梁定邦博士，QC，SC，JP、時任香港警務處處長盧偉聰先生，PDSM，PMSM、保安局副局長區志光先生，PDSM，PMSM，JP、以及一眾監警會成員，包括時任宣傳及意見調查委員會主席劉文文女士，BBS，MH，JP、管理委員會主席關治平工程師，BBS，JP、個案審核小組第四組主席鄭錦鐘博士，BBS，MH，OstJ，JP，以及俞官興秘書長，CDSM，CMSM擔任主禮嘉賓。

The Honourable Mr Matthew Cheung Kin-chung, GBM, GBS, JP, Chief Secretary for Administration of the Hong Kong Special Administrative Region; Dr Anthony Francis Neoh, QC, SC, JP, Chairman of the IPCC; Mr Stephen Lo Wai-chung, PDSM, PMSM, the then Commissioner of Police; Mr Sonny Au Chi-kwong, PDSM, PMSM, JP, Under Secretary for Security; as well as IPCC representatives Miss Lisa Lau Man-man, BBS, MH, JP, the then Chairman of the Publicity and Survey Committee; Ir Edgar Kwan Chi-ping, BBS, JP, Chairman of the Management Committee; Dr Eric Cheng Kam-chung, BBS, MH, OstJ, JP, Chairman of Case Vetting Sub-group 4; and Mr Richard Yu Koon-hing, CDSM, CMSM, Secretary-General, officiated at the ceremony.



同學踴躍參與同樂日的各項遊戲和體驗活動。

Students actively participated in various games and adventure activities of the Youth Day.

另外，當日有近千名曾參與「校園計劃」的校長和師生、少年警訊成員、監警會委員和觀察員、政策局代表、警隊管理層成員、各地區滅罪委員會和校長會成員，以及其他持份者等踴躍參與。他們透過展覽、各種互動攤位遊戲及體驗活動等，輕鬆了解更多監警會的工作及香港兩層架構投訴警察制度，共度了一個愉快的下午。

The fun-filled event attracted approximately 1,000 visitors, including principals, teachers, and students of IPCC School Programme, as well as JPC Members, IPCC Members and Observers, representatives of Bureaus and Police directorates, members of District Fight Crime Committees and District Principals' Associations, and many other stakeholders. Through a wide array of activities including an IPCC exhibition, interactive games and adventure activities, participants enjoyed a cheerful afternoon during which they could easily understand more about IPCC's work and the two-tier police complaints system in Hong Kong.



得獎者向主禮嘉賓介紹得獎作品，並一同在展板前留影。

The winners introduced their winning entries to the officiating guests and took photos in front of the exhibition panels.



監警會亦於早前舉辦了「校園計劃標誌及標語設計比賽」，鼓勵中學生透過搜集資料和創作的過程，發揮獨立思考能力和創意，提升對監警會工作的認識。是次比賽反應熱烈，近 20 間學校約 500 份作品進入初步遴選。比賽的五人評審團成員包括委員楊華勇先生和王家揚先生、觀察員郭錦鴻先生（香港城市大學中文及歷史系一級導師）和蔡曉慧女士（香港傑出運動員），以及香港著名設計師林席賢先生。評審團認為參賽作品別出心裁，既能充分展示學生的創意和藝術技巧，又能緊扣監警會與「校園計劃」主題，非常值得讚賞。

最終會方於各組別選出合共 32 位優勝者，另設兩項「最踴躍參與學校獎」，以表彰最多學生參與的學校。頒獎典禮已於同樂日當天順利舉行，並由主禮嘉賓頒發獎項予勝出的學校和學生。10

To tie in with the School Programme, a School Programme Logo and Slogan Design Competition (the Competition) was also organised, aiming to encourage students to better understand the IPCC's work through independent thinking and research, as well as applying their creativity. The Competition was well received by schools, and nearly 500 entries from around 20 schools were shortlisted. The five-member adjudicating panel for the Competition comprised IPCC Members Mr Johnny Yu Wah-yung and Mr Roland Wong Ka-yeung; IPCC Observers, Mr Kwok Kam-hung (Instructor I of the Department of Chinese and History of City University of Hong Kong) and Ms Sherry Tsai Hiu-wai (Hong Kong outstanding athlete), as well as renowned Hong Kong designer Mr Paul Lam. The panel commended the submissions, which demonstrated the creativity and artistic skills of participating students, and resonated well with the theme of the School Programme.

The panel chose 32 individual award winners, and there were two highest participation awards for schools submitting the most entries. The award presentation ceremony was held during the Youth Day, and the officiating guests presented awards to the winning schools and students. 10



五位評審員與秘書處職員仔細地挑選得獎作品。
Five judges and Secretariat staff carefully selected the winning entries.

監警會「建立互信 迎向未來」研討會

IPCC Symposium: "Building Confidence and Trust — Role of IPCC in the Evolving Future"



監警會委員及主禮嘉賓合照留念。
Group photo of IPCC Members and officiating guests.

監警會與香港大學民意研究計劃於 2019 年 6 月 6 日假香港大學，合辦「監警會研討會 2019」。研討會以「建立互信 迎向未來」為題，匯聚了 300 多名來自海外和大灣區的傑出專才參加，分享關於監察機構的見解和專業知識，會方亦藉此機會回顧過去，及擬定未來發展路向。

The IPCC joined hands with the Public Opinion Programme of the University of Hong Kong to organise a symposium themed "Building Confidence and Trust—Role of IPCC in the Evolving Future" (the Symposium) on 6 June, 2019, in the University of Hong Kong. More than 300 eminent participants from overseas and the Greater Bay Area pooled their professional knowledge and valuable insights about oversight bodies at the event. The IPCC also took this opportunity to review, evaluate and formulate its strategies for future.

是次研討會由香港特別行政區行政長官林鄭月娥女士，大紫荊勳賢，GBS 擔任主禮嘉賓，並致開幕辭。監警會主席梁定邦博士，QC，SC，JP 和香港大學社會科學院院長夏偉立教授亦先後在活動上致歡迎辭。此外，大會邀得終審法院非常任法官兼前警監會主席鄧國楨先生，大紫荊勳賢，SBS 作主題演講，以及時任保安局常任秘書長黎陳芷娟女士，GBS，JP 致閉幕辭。

The Honourable Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, the Chief Executive of the Hong Kong Special Administrative Region officiated at this event as the Guest of Honour, and delivered the opening address. Dr Anthony Francis Neoh, QC, SC, JP, IPCC Chairman and Professor William Hayward, Dean, Faculty of Social Sciences, the University of Hong Kong, delivered welcoming remarks. In addition, the Honourable Mr Justice Robert Tang, GBM, SBS, Non-Permanent Judge of the Court of Final Appeal and former IPCC Chairman, delivered a keynote speech. Mrs Marion Lai Chan Chi-kuen, GBS, JP, the then Permanent Secretary for Security, made the closing speech.



行政長官林鄭月娥女士擔任主禮嘉賓，並致開幕辭。

The Chief Executive Mrs Carrie Lam Cheng Yuet-ngor officiated at this event as the Guest of Honour, and delivered the opening address.



梁定邦主席在活動上致歡迎辭。

Dr Anthony Francis Neoh (Chairman) delivered the welcoming remarks.

行政長官林鄭月娥女士在致開幕辭時，讚揚監警會在過去十年間，在處理警方須匯報投訴時，一直秉持獨立、公正、誠信的核心價值，並致力協助警隊全面提升服務質素。

In her opening address, Chief Executive Mrs Carrie Lam Cheng Yuet-ngor commended the IPCC for its determination and ability to uphold the core values of independence, impartiality and integrity in handling Reportable Complaints against the Police, and for enhancing the Force's service quality.



時任保安局常任秘書長黎陳芷娟女士、監警會主席梁定邦博士與一眾主持及講者合照留念。

Mrs Marion Lai Chan Chi-kuen, the then Permanent Secretary for Security was greeted by Dr Anthony Francis Neoh, the IPCC Chairman, plenary moderators and speakers.



香港大學社會科學院院長夏偉立教授致歡迎辭。

Professor William Hayward, Dean, Faculty of Social Sciences, the University of Hong Kong delivered the welcoming remarks.



時任保安局常任秘書長黎陳芷娟女士致閉幕辭。

Mrs Marion Lai Chan Chi-kuen, the then Permanent Secretary for Security made the closing speech.



開幕對談：歷任主席及澳門代表的分享 – 過去與現在
Opening Dialogue - Chairmen's Perspective in Different Eras - Past and Present



第一節：警察監察制度的海外發展 – 國際視野下的政策、實踐和挑戰
First Plenary Session - Overseas Development of Police Oversight – Policies, Practicalities and Challenges from International Perspective

監警會主席梁定邦博士則表示，隨著社會和政治環境持續轉變，監警會不斷審視其角色和工作，思考會方、警隊和公眾三方的關係。他強調建立公平公正的投訴警察制度，攜手提高警隊的服務質素是監警會和警方的共同目標。

IPCC Chairman Dr Neoh echoed that in light of the changing social and political situation in Hong Kong, the IPCC has been proactively reviewing and reflecting on its role and work, and the tripartite relationship between the IPCC, the Police and the public. He said the IPCC and the Police share the same vision – building a fair and just police complaints system and working together to enhance the quality of policing.



第二節：警權與民權 - 在現今社會及文化環境中取得平衡

Second Plenary Session - Police Powers and Civil Rights - Striking a Balance in Current Social and Cultural Environment



研討會匯聚了300多名來自海外和大灣區的傑出專才參加，分享彼此的獨到見解和專業知識。

More than 300 eminent participants from overseas and the Greater Bay Area pooled their professional knowledge and valuable insights during the event.



第三節：加強公眾了解及鞏固社會互信關係 - 迎向未來

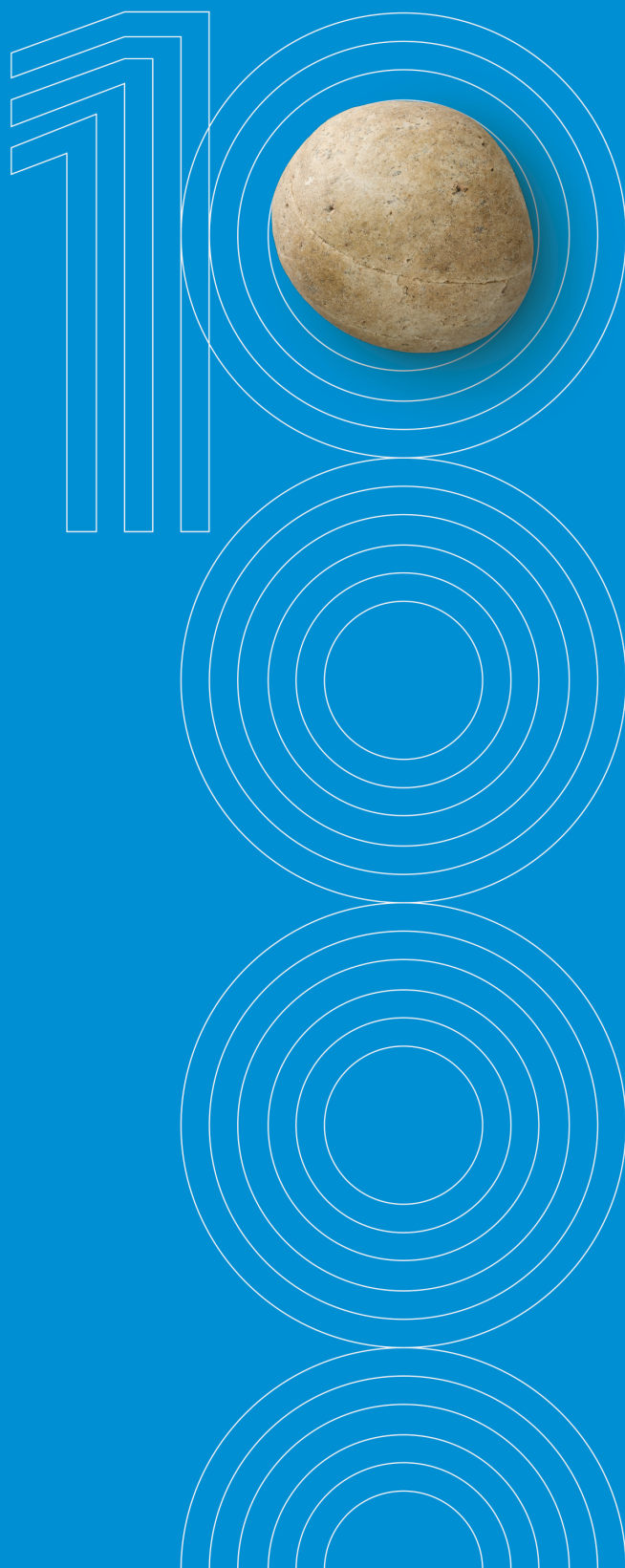
Third Plenary Session - Enhancing Public Understanding and Building Trust - The Road Forward

研討會設有一系列專題演講及討論，旨在推動知識和經驗交流，探討警察監察制度、平衡警權和民權、加強相互了解、鞏固社會互信關係等相關議題。研討會獲得一眾傑出主持和菁英講者參與，包括歷任的監警會主席、本港政府部門及法定機構代表、本地學者，及來自澳洲、加拿大、紐西蘭和澳門特別行政區的監察機構代表，以及英、美著名學府的學者。是次活動讓各持份者了解世界各地監察機構的變化，有助監警會制定發展策略，以迎合市民日益提高的期望，進一步鞏固本港的公平警察投訴制度。10

The Symposium comprised a series of plenary sessions, aiming to exchange and share knowledge on issues including police oversight, balancing police powers and civil rights, enhancing mutual understanding, and building trust and confidence among members of society. This event featured eminent local moderators and speakers, including the incumbent and former Chairmen of the IPCC, representatives from HKSAR Government departments and statutory bodies, local scholars, as well as representatives from oversight organisations in Australia, Canada, New Zealand, Macau SAR, and scholars from renowned universities in the United Kingdom and the United States of America, and was considered crucial for all stakeholders to keep abreast of the changing circumstances of oversight bodies around the world. It was expected the Symposium would assist the IPCC in developing strategies to cope with the rising expectations of the public for upholding an accountable and just police complaints system. 10

歷任及現任委員

List of Former and
Current Council Members



Name	姓名	年份 Year
主席 Chairmen (依姓氏英文字母順序排列 In alphabetical order of surname)		
Mr JAT Sew-tong, SC, SBS, JP	翟紹唐資深大律師，SBS，JP	2008 — 2014
Mr Larry KWOK Lam-kwong, SBS, JP	郭琳廣先生，SBS，JP	2014 — 2018
Dr Anthony Francis NEOH, QC, SC, JP	梁定邦博士，QC，SC，JP	2018 — 現在 Present
副主席 Vice-Chairmen (依姓氏英文字母順序排列 In alphabetical order of surname)		
Hon CHAN Kin-por, GBS, JP	陳健波議員，GBS，JP	2013 — 2018
Hon Chris CHEUNG Wah-fung, SBS, JP	張華峰議員，SBS，JP	2015 — 現在 Present
Dr LAM Tai-fai, SBS, JP	林大輝博士，SBS，JP	2009 — 2014
Prof Hon Joseph LEE Kok-long, SBS, JP	李國麟議員，SBS，JP	2007 — 2012
Hon Abraham SHEK Lai-him, GBS, JP	石禮謙議員，GBS，JP	2009 — 2014
Hon Tony TSE Wai-chuen, BBS	謝偉銓議員，BBS	2015 — 現在 Present
Hon Frankie YICK Chi-ming, SBS, JP	易志明議員，SBS，JP	2019 — 現在 Present
委員 Members (依姓氏英文字母順序排列 In alphabetical order of surname)		
Ms Ann AU Chor-kwan	歐楚筠女士	2017 — 現在 Present
Prof Alfred CHAN Cheung-ming, SBS, JP	陳章明教授，SBS，JP	2015 — 2016
Ms Carmen CHAN Ka-mun, BBS, JP	陳嘉敏女士，BBS，JP	2009 — 2010
Mr Clement CHAN Kam-wing, MH	陳錦榮先生，MH	2016 — 現在 Present
Dr Eugene CHAN Kin-keung, BBS, JP	陳建強醫生，BBS，JP	2013 — 2018
Dr CHAN Pui-kwong	陳培光醫生	2010 — 2015
Dr Anissa CHAN WONG Lai-kuen, BBS, MH, JP	陳黃麗娟博士，BBS，MH，JP	2018 — 現在 Present
Mr Albert Jinghan CHENG, GBS, FHKIE, JP	鄭經翰先生，GBS，FHKIE，JP	2010 — 2013
Dr Eric CHENG Kam-chung, BBS, MH, OStJ, JP	鄭錦鐘博士，BBS，MH，OStJ，JP	2015 — 現在 Present
Mr Edwin CHENG Shing-lung, MH	鄭承隆先生，MH	2012 — 2015
Ms Emily CHEUNG Mui-seung	張妙嫦女士	2008 — 2011

Name	姓名	年份 Year
Mr Eric CHEUNG Tat-ming	張達明先生	2009 — 2014
Prof Stephen CHEUNG Yan-leung, SBS, JP	張仁良教授，SBS，JP	2009 — 2012
Mr Barry CHIN Chi-yung	錢志庸先生	2016 — 現在 Present
Mr Alex CHU Wing-yiu	朱永耀先生	2017 — 現在 Present
Mr Gerard CHUNG Wai-hung	鍾偉雄先生	2012 — 2013
Ms Christine FANG Meng-sang, BBS, JP	方敏生女士，BBS，JP	2009 — 2014
Mr David FONG Man-hung, BBS, JP	方文雄先生，BBS，JP	2011 — 2012
Mr Richard HO Kam-wing	何錦榮先生	2015 — 現在 Present
Ir Prof Vincent HO	何世傑教授、工程師	2013 — 2018
Mr Herman HUI Chung-shing, SBS, MH, JP	許宗盛先生，SBS，MH，JP	2015 — 現在 Present
Mr Simon IP Shing-hing, JP	葉成慶先生，JP	2011 — 2016
Ir Edgar KWAN Chi-ping, BBS, JP	關治平工程師，BBS，JP	2015 — 現在 Present
Mr Wilson KWONG Wing-tsuen	鄭永銓先生	2016 — 現在 Present
Dr Lawrence LAM Chi-kit, BBS, MH, SBStJ, JP	林志傑醫生，BBS，MH，SBStJ，JP	2007 — 2012
Mr Douglas LAM Tak-yip, SC	藍德業資深大律師	2017 — 現在 Present
Mr Paul LAM Ting-kwok, SC	林定國資深大律師	2019 — 現在 Present
Miss Lisa LAU Man-man, BBS, MH, JP	劉文文女士，BBS，MH，JP	2014 — 2019
Ms Noeline LAU Yuk-kuen	劉玉娟女士	2011 — 2016
Miss Sylvia LEE Hiu-wah	李曉華女士	2017 — 現在 Present
Dr David LEE Ka-yan, BBS, MH, JP	李家仁醫生，BBS，MH，JP	2017 — 現在 Present
Mr LEE Man-bun, MH, JP	李文斌先生，MH，JP	2019 — 現在 Present
Hon Kenneth LEUNG Kai-cheong	梁繼昌議員	2011 — 2016
Ms Jane Curzon LO, JP	羅孔君女士，JP	2019 — 現在 Present
Mr Arthur LUK Yee-shun, BBS, SC	陸貽信資深大律師，BBS	2013 — 2018
Dr Carol MA Hok-ka	馬學嘉博士	2011 — 2016
Mr Lawrence MA Yan-kwok	馬恩國先生	2010 — 2016
Mr José-Antonio MAURELLET, SC	毛樂禮資深大律師	2016 — 2019
Mr Eddie NG Hak-kim, GBS, JP	吳克儉先生，GBS，JP	2009 — 2012

Name	姓名	年份 Year
Ms Melissa Kaye PANG, MH, JP	彭韻僖女士，MH，JP	2017 — 現在 Present
Dr PANG Yiu-kai, GBS, JP	彭耀佳博士，GBS，JP	2009 — 2010
Ms Ann SO Lai-chun, MH, JP	蘇麗珍女士，MH，JP	2014 — 2019
Ms Shalini Shivan SUJANANI	宋筱苓女士	2017 — 現在 Present
Miss Belinda TANG Lai-fong	鄧麗芳女士	2011 — 2012
Mr Clement TAO Kwok-lau, BBS, JP	杜國鑾先生，BBS，JP	2008 — 2009 2012 — 2018
Dr TSE Tak-fu, BBS, JP	謝德富醫生，BBS，JP	2005 — 2010
Dr Michael TSUI Fuk-sun, MH	徐福樂醫生，MH	2004 — 2009
Prof Martin WONG Chi-sang	黃至生教授	2017 — 現在 Present
Ms Sandy WONG Hang-yee, JP	黃幸怡女士，JP	2011 — 2016
Mr Roland WONG Ka-yeung	王家揚先生	2018 — 現在 Present
Dr Hon Helena WONG Pik-wan	黃碧雲議員	2011 — 2016
Ms Priscilla WONG Pui-sze, BBS, JP	王沛詩女士，BBS，JP	2005 — 2010
Ms Mary Teresa WONG Tak-lan	黃德蘭女士	2011 — 2016
Mr Peter YAN King-shun, JP	任景信先生，JP	2015 — 2016
Mr John YAN Mang-yee, SC, JP	甄孟義資深大律師，JP	2012 — 2018
Mr YEUNG Yiu-chung, BBS, JP	楊耀忠先生，BBS，JP	2005 — 2010
Mr Adrian YIP Chun-to, BBS, MH, JP	葉振都先生，BBS，MH，JP	2011 — 2016
Mrs Helen YU LAI Ching-ping, SBS	余黎青萍女士，SBS	2019 — 現在 Present
Mr Johnny YU Wah-yung, JP	楊華勇先生，JP	2017 — 現在 Present
Dr Helena YUEN CHAN Suk-yee, JP	阮陳淑怡博士，JP	2006 — 2011



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