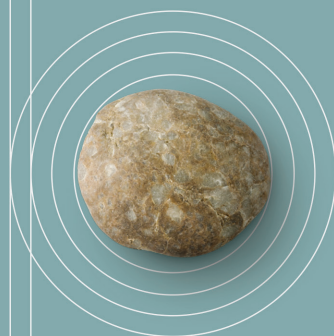


給警隊的 改善建議

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.

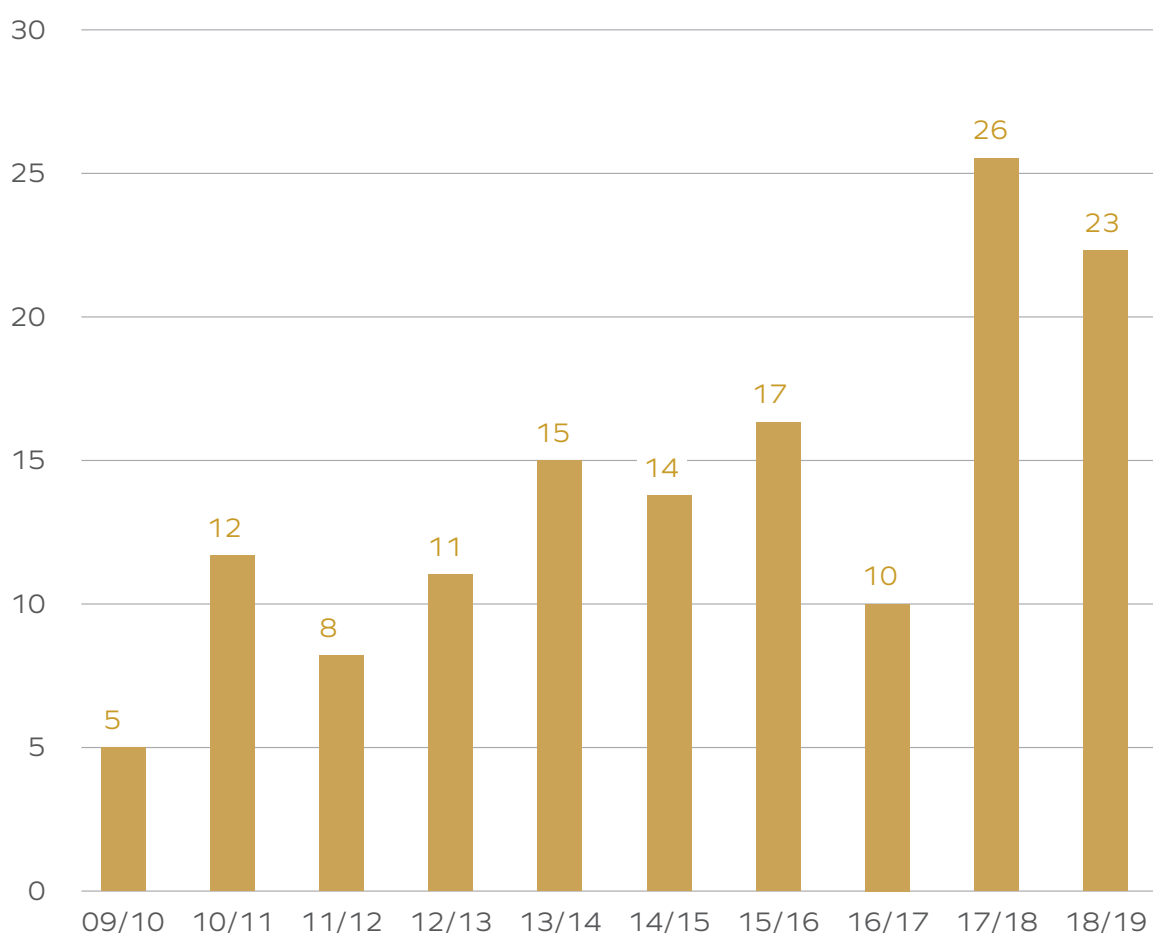
To achieve this common goal, the IPCC was bestowed with an additional function under the IPCCO, which came into effect in June 2009. Under section 8(1)(c) of the IPCCO, the IPCC may make recommendations to the Commissioner of Police and / or the Chief Executive if it identifies any fault or deficiency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

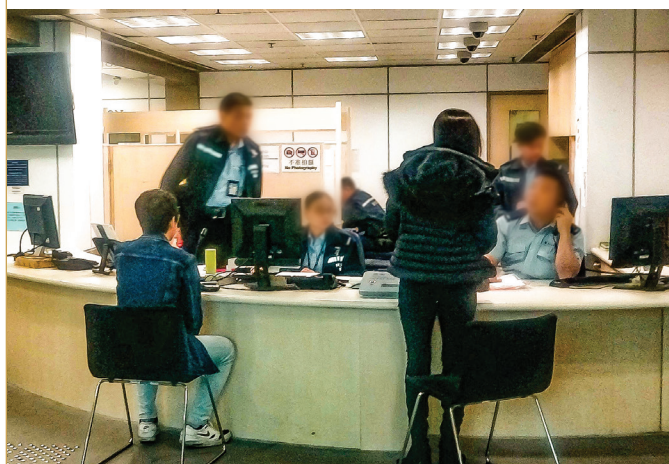
Handling of Public Order Events

- 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



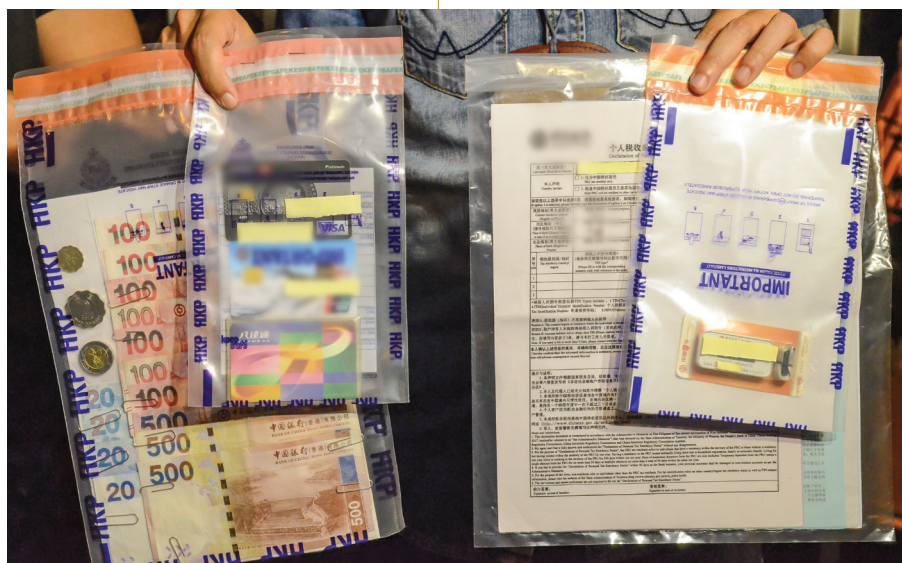
監警會向警方建議修改《交通程序手冊》，以及時向交通事故受害者提供案件及聆訊的最新進展。
(照片來源：星島日報)

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