

服務承諾 Performance Pledges

監警會重視工作效率和優質表現，定下一系列的服務承諾：

We attach great importance to efficient and quality performance. Our performance pledges are:

	Handling of Cases 個案的處理	Performance Target (standard response time)* 表現指標（標準回應時間）*
Enquiries 查詢	By telephone / in person 致電/ 親臨	Immediately 即時
	In writing 書面	Within 10 days 10天內
Monitoring of Complaints 監察投訴	Normal Cases # 一般個案 #	Within 3 months 3個月內
	Complicated Cases + 複雜個案 +	Within 6 months 6個月內
	Review Cases ^ 覆核個案 ^	Within 6 months 6個月內

* 由接獲投訴警察課最終調查報告/ 回應的日期起計

一般個案：向投訴警察課提出不多於一輪質詢的輕微個案（例如無禮或疏忽職守）

+ 複雜個案：所有嚴重的個案（例如毆打或捏造證據），或向投訴警察課提出多於一輪質詢的輕微個案

^ 覆核個案：要求覆核須匯報投訴的調查結果分類的個案

* Measured from the date of receipt of CAPO's final investigation report/ response

Normal cases: minor cases (such as impoliteness or neglect of duty) with no more than one round of query raised by IPCC with CAPO

+ Complicated cases: all serious cases (such as assault or fabrication of evidence) and minor cases with two or more rounds of queries raised by IPCC with CAPO

^ Review cases: requests for reviewing the classification of reportable complaints

“很榮幸獲委任為監警會成員。希望在我卸任時，聽到警界及更多市民說：「有監警會是一件好事！」。這確實不易，但我會盡我所能，達致目標。

It is an honor to be appointed. I hope at the end of it, I can hear more of the general public and the Police say they are glad we have an IPCC. This is indeed not an easy task. But I will do what I can towards achieving this goal. ”

黃德蘭女士

於2011年1月1日獲委任為監警會委員

Miss Mary WONG Tak-lan

Appointed as IPCC Member on 1 January 2011

“

作為監警會成員，我有責任確保所有投訴警察個案得到透徹及公正的調查。

As a Member of IPCC, I am entrusted with a public duty to make sure all complaints against the police are thoroughly and justly investigated. ”

馬學嘉博士

於2011年1月1日獲委任為監警會委員

Dr MA Hok-ka

Appointed as IPCC Member on 1 January 2011

“

作為監警會成員，我希望本會繼續致力維持一套公平、有效及具透明度的投訴警察機制。

As a Member of IPCC, I hope we will continue to maintain a fair, effective and transparent police complaints system. ”

葉振都先生, MH, JP

於2011年1月1日獲委任為監警會委員

Mr Adrian YIP Chun-to, MH, JP

Appointed as IPCC Member on 1 January 2011

“

作為監警會新的一員，我會秉承本會的抱負及價值觀，並確信大家能為香港建立一套公平、有效及具透明度的投訴警察機制。

As a new team member of IPCC, I am fully committed to its vision and values. I am positive that we will be able to achieve a fair, effective and transparent police complaints system in Hong Kong. ”

鄧麗芳女士

於2011年1月1日獲委任為監警會委員

Miss Belinda TANG Lai-fong

Appointed as IPCC Member on 1 January 2011



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