





# 服務承諾

## Performance pledges


監警會重視工作效率和優質表現，訂下一系列的服務承諾：


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

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

 由接獲投訴警察課最終調查報告/ 回應的日期起計  
Counting from the date of receipt of CAPO's final investigation report/ response

 一般個案：向投訴警察課提出不多於一輪質詢的輕微個案(例如沒有禮貌或疏忽職守)  
Normal cases: minor cases (such as Impoliteness or Neglect of Duty) with no more than one round of Query raised by the IPCC with CAPO

 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  
Complicated cases: all serious cases (such as Assault or Fabrication of Evidence) and minor cases with two or more rounds of Queries raised by the IPCC with CAPO

 覆核個案：要求覆核須匯報投訴的調查結果分類的個案  
Review cases: requests for reviewing the classification of Reportable Complaints

監警會必竭盡所能履行法定職能，並在審核過程中找出改善建議，以進一步提升警隊的服務質素。

The Independent Police Complaints Council will do its utmost to discharge statutory duties and identify improvements during vetting to further enhance the service quality of the Police.



封面設計代表監警會的三個核心價值「獨立」、「公正」及「誠信」環環相扣，象徵會方始終貫徹宗旨審核每宗投訴個案。背景縱橫交錯的網絡圖案則代表會方透過策略規劃，竭力擴闊、深化與持份者的溝通，促進公眾對監警會工作和價值觀的認知。

The cover design signified that the IPCC has been upholding its three interlocking core values, i.e. "Independence", "Impartiality" and "Integrity", in vetting every complaint case. The extensive network pattern in the background showed the IPCC's strategic efforts to widen and deepen its scope of stakeholder engagement in promoting public understanding of IPCC's work and values.