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第五章 CHAPTER 5

與持份者聯繫

Engaging
Stakeholders

監警會外展活動 IPCC Reaching Out

為了履行《監警會條例》第8條(1)(e)的職能加強公眾對監警會的角色認識，監警會繼續積極透過不同的途徑與持份者聯繫。監警會相信定期和公眾、警方、關注團體和傳媒溝通，有助了解持份者對兩層架構投訴警察制度的意見，從而有效地履行《監警會條例》第8條(1)(c)的職能，向警方提出改善建議。

To discharge its function under the IPCCO S8(1)(e) of promoting public awareness of the role of the Council, the IPCC continues to proactively make use of different channels to connect with stakeholders. The IPCC believes that regular interaction with the public, the Police, concern groups and the media can help it to understand stakeholders' opinions on the two-tier police complaints system, while helping to fulfill the IPCC's function under IPCCO S8(1)(c) of making recommendations to the Police.

聆聽多個持份者對警方處理大型公眾活動的意見

Ascertaining the Views of Various Groups on Police Handling of Large-scale Public Order Events

近年警方處理大型公眾活動、安排媒體採訪和發放消息的安排常引起公眾關注，自2011年起，監警會積極與相關持份者會面，了解他們的想法和對相關議題的意見。此外，監警會在2012年現場觀察警方處理七一遊行的安排，以及在2013年現場觀察警方處理元旦遊行的安排後，分別約見兩次活動的持份者，聆聽他們對警方處理大型公眾活動的意見，以便掌握較全面的資料，協助委員將來考慮警方在處理大型公眾活動時所衍生的投訴調查報告。會面詳情如下：

The Police handling of large-scale public order events, arranging media coverage and releasing information have raised public concerns in recent years. Since 2011, the IPCC has held meetings with stakeholders to understand their thoughts and views on these and related issues. Subsequent to attending on-site observations of police arrangements for the 1 July procession in 2012 and the 1 January procession in 2013, the IPCC held meetings with the respective stakeholders of the two events not only to ascertain their views on the police handling of public order events, but to provide the Members with more comprehensive information to assist them in reviewing investigation reports of complaints derived from public order events in the future. Information of the meetings is as follows:

2012
17
7月 JUL



翟紹唐主席、張達明先生、馬恩國先生、葉成慶先生、馬學嘉博士及鄭承隆先生與民間人權陣線代表會面，民間人權陣線代表向監警會表達對國家主席訪港示威區的安排，以及警方處理七一遊行的意見，討論議題包括使用水馬、胡椒噴霧、佔用行車線及指定公眾活動區的安排等。監警會委員聆聽他們的意見，並分享現場觀察警方安排的情況。其後監警會亦將民間人權陣線的意見轉達予警方參考。

2012

17

7月 JUL

同日，上述委員繼續就國家主席訪港及七一遊行的安排和香港記者協會、香港攝影記者協會和香港人權監察會面，委員聆聽了與會者對多個議題包括6月30日一位記者在採訪期間被警方邀請離開、使用胡椒噴霧、七一遊行當日指定採訪區及保安區的安排及警方使用水馬等的看法。其後亦將有關意見轉達予警方參考。

Mr Jat Sew-Tong (Chairman), Mr Eric Cheung Tat-ming, Mr Lawrence Ma Yan-kwok, Mr Simon Ip Shing-hing, Dr Carol Ma Hok-ka, and Mr Edwin Cheng Shing-lung met with representatives of the Civil Human Rights Front (CHRF). CHRF representatives expressed their opinions on the arrangement of public activity area during President's visit as well as for the 1 July procession. Discussions included the use of water-filled barriers and OC foam, the use of traffic lanes, and Designated Public Activity Area arrangements. The IPCC would convey CHRF's opinion to the Police for reference.

On the same day, the above Members met with representatives of different stakeholders on the arrangements for President's visit as well as for the 1 July procession. Stakeholders attending the meetings included the Hong Kong Journalists Association (HKJA), the Hong Kong Press Photographers Association (HKPPA), and the Hong Kong Human Rights Monitor (HKHRM). Participants discussed the case of a journalist who was invited to leave the place on 30 June, the use of OC foam, the Designated Press Area and security zone arrangements for the 1 July procession, and the use of water-filled barriers by the Police. The IPCC would forward such suggestions to the Police for their reference.

2013

15

1月 JAN



張達明先生、鄭經翰先生、葉成慶先生、鄭承隆先生及陳建強醫生與民主倒梁力量代表會面，聽取他們對元旦遊行安排及當晚有關警方處理大型公眾活動的意見，並向民主倒梁力量代表講解監警會的職能和工作。



Mr Eric Cheung Tat-ming, Mr Albert Cheng, Mr Simon Ip Shing-hing, Mr Edwin Cheng Shing-lung and Dr Eugene Chan Kin-keung met with representatives from the Anti-CY Alliance (ACA). The Members listened to the representatives' views concerning police arrangements for the public procession on 1 January 2013 and the police handling of the public order events that evening. They also took the opportunity to introduce the IPCC's functions and work to the representatives.

2013
26
2月 FEB



葉成慶先生、鄭承隆先生、杜國鎔先生、陳建強醫生及何世傑博士與香港人權監察代表會面交流，聆聽他們對警方處理元旦遊行和限制街站等議題的意見。

Mr Simon Ip Shing-hing, Mr Edwin Cheng Shing-lung, Mr Clement Tao Kwok-lau, Dr Eugene Chan Kin-keung and Ir Dr Vincent Simon Ho met with representatives from the HKHRM to learn more about their views on the 1 January procession, the setting up of street stalls, and how the Police have handled public order events.



2013
4
3月 MAR



張達明先生、葉成慶先生、劉玉娟女士及鄭承隆先生與民間人權陣線代表會面，聆聽他們對警方處理元旦遊行的意見。民間人權陣線代表就警方限制街站、使用長距離揚聲器，及使用隨身攝錄機等議題表達意見。

Mr Eric Cheung Tat-ming, Mr Simon Ip Shing-hing, Ms Noeline Lau Yuk-kuen and Mr Edwin Cheng Shing-lung met with representatives from the CHRF to understand their views on police arrangements during the 1 January procession. The representatives from CHRF expressed their opinions on a number of issues, including police restrictions on setting up street stalls and the use of long-range acoustic devices as well as body-worn video cameras.

聆聽職業司機團體對交通警執法的意見

Ascertaining the Views of Professional Drivers Groups on Law Enforcement by Traffic Police

2013
18
3月 MAR



方敏生女士、馬恩國先生、葉成慶先生、劉玉娟女士、葉振都先生、鍾偉雄先生、杜國鑒先生、何世傑博士與職業司機團體代表會面，包括香港交通運輸業職工聯合會、新世界第一巴士職工會、混凝土業職工會、混凝土車司機協會、運輸及物流業職工會，以及香港泥頭車司機協會。會上職業司機團體代表對委員表達交通警執法的意見。



Ms Christine Fang Meng-sang, Mr Lawrence Ma Yan-kwok, Mr Simon Ip Shing-hing, Ms Noeline Lau Yuk-kuen, Mr Adrian Yip Chun-to, Mr Gerard Chung Wai-hung, Mr Clement Tao Kwok-lau and Mr Vincent Simon Ho met with representatives from professional drivers groups in order to obtain their opinions on the way traffic police enforce the law. Attending the meeting were representatives from the Federation of Hong Kong Transport Worker Organizations, the New World First Bus Company Staff Union, the Concrete Industry Workers Union, the Mixer Truck Drivers Association, the Transport and Logistics Workers Union and the Hong Kong Dumper Truck Drivers Association.



與警方交流

Engaging the Police

由於警方是監警會最重要的持份者之一，因此委員會有需要不斷和警隊各部門和各階層的代表會面，了解他們執行職務時遇到的困難和他們對投訴警察制度的意見。這些交流活動有助委員考慮調查報告和提出改善警隊服務的建議。除了定期訪問各不同警區，監警會委員在本年度積極了解警方內部投訴處理及預防方面的工作。自2011年6月開始，委員出席警方研究預防投訴警察委員會會議，並支持警隊繼續改善服務質素。監警會和警方在年內的交流活動如下：

As the Police Force is one of the IPCC's major stakeholders, it is necessary for the Council to continue to meet with police units and formations at different levels to better understand the difficulties they encounter in discharging their duties, and their views on the police complaints system. These exchanges are helpful to Council Members in their consideration of investigation reports and in making recommendations to improve police service quality. In addition to regular visits to various formations, this year Council Members have also attempted to enhance their understanding of the work of the Police in handling complaints and in complaint prevention. Therefore, since June 2011, Members have attended Complaint Prevention Committee meetings in various police regions. Details of the activities this year are as follows:

2012
13
4月 APR

林志傑醫生和馬恩國先生應邀出席九龍東總區研究預防投訴警察委員會會議，了解警方預防投訴的工作。



Dr Lawrence Lam Chi-kit and Mr Lawrence Ma Yan-kwok attended a meeting of the Kowloon East Region Complaint Prevention Committee to better understand the Police's efforts to prevent complaints.

2012
23
4月 APR

翟紹唐主席、林大輝副主席、張達明先生、馬恩國先生、黃幸怡女士和鍾偉雄先生訪問新界南總區。新界南總區代表向委員簡介處理業主立案法團及村民糾紛的情況。會後，委員和投訴警察課的代表小組交流意見。



Mr Jat Sew-Tong (Chairman), Dr Hon Lam Tai-fai (Vice-chairman), Mr Eric Cheung Tat-ming, Mr Lawrence Ma Yan-kwok, Miss Sandy Wong Hang-yee, and Mr Gerard Chung Wai-hung visited the New Territories South Region, where representatives of the Region explained to the IPCC Members how disputes were handled between Owners' Corporations and villagers. Group discussions were also held between IPCC Members and representatives from CAPO.

2012
16
5月 MAY



張達明先生應邀出席九龍西總區研究預防投訴警察委員會會議。

Mr Eric Cheung Tat-ming attended a meeting of the Kowloon West Region Complaints Prevention Committee to better understand the Police's efforts to prevent complaints.



2012
27
6月 JUN

翟紹唐主席、張達明先生、馬恩國先生、葉成慶先生、黃幸怡女士、葉振都先生和鍾偉雄先生出席警方七一遊行安排的簡報會。簡報會旨在讓監警會委員了解警方在公眾安全的前提下，處理大型公眾活動的部署。



Mr Jat Sew-Tong (Chairman), Mr Eric Cheung Tat-ming, Mr Lawrence Ma Yan-kwok, Mr Simon Ip Shing-hing, Miss Sandy Wong Hang-yee, Mr Adrian Yip Chun-to, and Mr Gerard Chung Wai-hung, attended a police briefing on the arrangements for the 1 July procession. This briefing was aimed at enhancing IPCC Members' understanding of police procedures in handling public order events from the perspective of public safety.

2012
1
7月 JUL

翟紹唐主席、石禮謙副主席、張達明先生、方敏生女士、陳培光醫生、鄭經翰先生、馬恩國先生、葉成慶先生、劉玉娟女士、梁繼昌先生、馬學嘉博士、黃幸怡女士、葉振都先生和鄭承隆先生，以及九位秘書處職員一同現場觀察七一遊行安排。

A group of IPCC Members comprising Mr Jat Sew-Tong (Chairman), Hon Abraham Shek Lai-him (Vice Chairman), Mr Eric Cheung Tat-ming, Ms Christine Fang Meng-sang, Dr Chan Pui-kwong, Ir Albert Cheng, Mr Lawrence Ma Yan-kwok, Mr Simon Ip Shing-hing, Ms Noeline Lau Yuk-kuen, Hon Kenneth Leung Kai-cheong, Dr Carol Ma Hok-ka, Miss Sandy Wong Hang-yee, Mr Adrian Yip Chun-to and Mr Edwin Cheng Shing-lung and nine Secretariat staff attended the on-site observations of the 1 July procession.

2012
11
7月 JUL

監警會委員出席由警方舉行的七一遊行匯報會。翟紹唐主席、方敏生女士、葉成慶先生和劉玉娟女士均有出席是次會議。除了聽取警方的匯報以外，委員在會上亦分享他們在現場觀察和與其他委員商議所得的觀點和意見。

IPCC Members attended a debriefing session for the 1 July procession organised by the Police. Mr Jat Sew-Tong (Chairman), Ms Christine Fang Meng-sang, Mr Simon Ip Shing-hing and Ms Noeline Lau Yuk-kuen attended this debriefing session. In addition to listening to updates from the Police, IPCC Members shared their views and suggestions with the Police, based upon their observations and deliberations among the Council.

2012
16
8月 AUG

林志傑醫生應邀出席港島總區研究預防投訴警察委員會會議。

Dr Lawrence Lam Chi-kit attended a meeting of the Hong Kong Island Regional Complaints Prevention Committee to better understand the Police's ongoing efforts to prevent complaints.



2012
4
10月 OCT



翟紹唐主席、林志傑醫生、張達明先生、陳培光醫生、馬恩國先生、黃幸怡女士、黃德蘭女士、鄭承隆先生、鍾偉雄先生及甄孟義先生一同訪問機動部隊粉嶺總部。部隊代表向委員講解及示範有關處理大型公眾活動的工作，並向他們介紹機動部隊的裝備。委員亦藉此機會與前線人員代表小組進行交流。

A delegation including Mr Jat Sew-Tong (Chairman), Dr Lawrence Lam Chi-kit, Mr Eric Cheung Tat-ming, Dr Chan Pui-kwong, Mr Lawrence Ma Yan-kwok, Miss Sandy Wong Hang-ye, Miss Mary Wong Tak-lan, Mr Edwin Cheng Shing-lung, Mr Gerard Chung Wai-hung, and Mr John Yan Mang-ye visited the Police Tactical Unit (PTU) Headquarters in Fanling. Representatives of the PTU delivered to the IPCC Members a presentation and a demonstration related to the handling of public order events, and showed them the gear used by the PTU. The IPCC Members also took this opportunity for an exchange of views with representatives of frontline officers.



2012
15
11月 NOV

張達明先生和葉振都先生應邀出席新界北總區研究預防投訴警察委員會會議，了解警方預防投訴的工作。

Mr Eric Cheung Tat-ming and Mr Adrian Yip Chun-to attended a meeting of the New Territories North Regional Complaints Prevention Committee, to better understand the Police's ongoing effort to prevent complaints.



2012
4
12月 DEC

林志傑醫生、馬恩國先生及葉振都先生應邀出席2012年優質服務獎勵計劃決賽暨頒獎典禮，支持警隊繼續改善服務質素。

Dr Lawrence Lam Chi-kit, Mr Lawrence Ma Yan-kwok, and Mr Adrian Yip Chun-to were invited to attend the Service Quality Award 2012 Final Competition cum Presentation Ceremony to support the Police Force's campaign to continue to improve their quality of service.



2012
31
12月 DEC

鄭經翰先生、葉成慶先生、鄭承隆先生、鍾偉雄先生、甄孟義先生、陳建強醫生、何世傑博士和陸貽信先生出席警方元旦遊行安排的簡報會。簡報會旨在讓監警會委員了解警方在公眾安全的前提下，處理大型公眾活動的程序。

Ir Albert Cheng, Mr Simon Ip Shing-hing, Mr Edwin Cheng Shing-lung, Mr Gerard Chung Wai-hung, Mr John Yan Mang-ye, Dr Eugene Chan Kin-keung, Ir Dr Vincent Simon Ho and Mr Arthur Luk Yee-shun attended a police briefing on the arrangements for a public procession on 1 January 2013. The briefing was aimed at enhancing the IPCC Members' understanding of police procedures in handling public order events from the perspective of public safety.

2013
1
1月 JAN



葉成慶先生、鄭承隆先生、杜國鑒先生、陳健強醫生、何世傑博士及陸貽信先生以及14位秘書處職員一同出席元旦遊行。

A group of IPCC Members comprising Mr Simon Ip Shing-hing, Mr Edwin Cheng Shing-lung, Mr Clement Tao Kwok-lau, Dr Eugene Chan Kin-keung, Ir Dr Vincent Simon Ho, Mr Arthur Luk Yee-shun and 14 Secretariat Staff attended the 1 January procession.

2013
23
1月 JAN

葉成慶先生和何世傑博士應邀出席港島總區研究預防投訴警察委員會會議。

Mr Simon Ip Shing-hing and Ir Dr Vincent Simon Ho attended a meeting of the Hong Kong Island Regional Complaints Prevention Committee to better understand the Police's ongoing effort to prevent complaints.



2013
19
2月 FEB

翟紹唐主席、陳培光醫生、馬恩國先生、葉成慶先生、劉玉娟女士、馬學嘉博士、黃幸怡女士、鄭承隆先生、杜國鑒先生、陳建強醫生、何世傑博士及陸貽信資深大律師，與投訴警察課代表會面交流。投訴警察課代表向委員講述有關使用胡椒噴霧、水馬、隨身攝錄機及拘捕行動等措施，增加委員對警方處理大型公眾活動的了解。

Mr Jat Sew-Tong (Chairman), Dr Chan Pui-kwong, Mr Lawrence Ma Yan-kwok, Mr Simon Ip Shing-hing, Ms Noeline Lau Yuk-kuen, Dr Carol Ma Hok-ka, Miss Sandy Wong Hang-yee, Mr Edwin Cheng Shing-lung, Mr Clement Tao Kwok-lau, Dr Eugene Chan Kin-keung, Ir Dr Vincent Simon Ho and Mr Arthur Luk Yee-shun attended a meeting with representatives from CAPO. The CAPO representatives explained to the IPCC Members the use of OC foam, water-filled barriers and body-worn video cameras, as well as the procedures in making an arrest. This heightened IPCC Members' knowledge of the methods used by the Police in handling public order events.

2013
28
2月 FEB



翟紹唐主席、陳健波副主席、方敏生女士、陳培光醫生、馬恩國先生、葉成慶先生、劉玉娟女士、馬學嘉博士、黃幸怡女士、葉振都先生、鄭承隆先生、鍾偉雄先生、杜國鑒先生、陳建強醫生、何世傑博士及陸貽信資深大律師與警務處處長等警隊高層午膳交流。



Mr Jat Sew-Tong (Chairman), Hon Chan Kin-por (Vice-chairman), Ms Christine Fang Meng-sang, Dr Chan Pui-kwong, Mr Lawrence Ma Yan-kwok, Mr Simon Ip Shing-hing, Ms Noeline Lau Yuk-kuen, Dr Carol Ma Hok-ka, Miss Sandy Wong Hang-yee, Mr Adrian Yip Chun-to, Mr Edwin Cheng Shing-lung, Mr Gerard Chung Wai-hung, Mr Clement Tao Kwok-lau, Dr Eugene Chan Kin-keung, Ir Dr Vincent Simon Ho and Mr Arthur Luk Yee-shun attended a lunch meeting with the Commissioner of Police and other senior police officers.



與其他團體會面

Liaison with Other Organisations

李國麟副主席、馬恩國先生、葉成慶先生和監警會秘書處代表應邀和西澳洲國會代表會面。西澳洲國會代表是當地罪案和貪污委員會聯合常設委員會的成員，他們是次訪問旨在和監警會交流處理警察投訴的經驗。

Dr Hon Joseph Lee Kok-long (Vice-chairman), Mr Lawrence Ma Yan-kwok, Mr Ip Shing-hing, and IPCC Secretariat representatives met with a delegation from the Parliament of Western Australia, who are also members of the Joint Standing Committee on the Corruption and Crime Commission (JSCCCC). The visit of JSCCCC aimed at exchanging experience in handling complaints against police officers.

2012
8
5月 MAY



公開活動

Public Activities

2012
26
4月 APR



翟紹唐主席出席扶輪社的聯合晚宴，向逾百位扶輪社會員介紹監警會及其工作。

Mr Jat Sew-Tong (Chairman) was invited to speak on the work of the IPCC at a Rotary Club dinner.

2012
27
9月 SEP



朱敏健秘書長應邀在港島南扶輪社的午餐會演講，介紹監警會的工作。

Mr Ricky Chu (Secretary-General) was invited to deliver a presentation on the work and role of the IPCC at a Hong Kong Island South Rotary Club luncheon.

2012
29
11月 NOV



朱敏健秘書長參與由香港大學學生會法律學會和民間法治關注組合辦的法治教育論壇，與其他嘉賓，包括香港大學法律系副教授戴耀廷先生、香港人權監察第一副主席莊耀洸先生和立法會議員（法律界）郭榮鏗議員，討論公民訴求、警察權力與社會秩序。

Mr Ricky Chu (Secretary-General) participated in a legal forum organised by the Law Association of the Student Union of the University of Hong Kong and the Rule of Law Education Project, to discuss the relationships between freedom of expression, police power, and public order with other speakers including Mr Benny Tai, Associate Professor, Faculty of Law, the University of Hong Kong; Mr Chong Yiu Kwong, First Deputy Chair, the Hong Kong Human Rights Monitor; and Hon Dennis Kwok, Legislative Councillor (Legal).

2012
23
12月 DEC



朱敏健秘書長參與香港電台節目《城市論壇》，討論副總理訪港而衍生的投訴個案審查最終報告。

Mr Ricky Chu (Secretary-General) participated in the "City Forum" organised by RTHK to discuss the IPCC's Final Report on complaint cases arising from the visit by the Vice Preimer.

公開會議

Open Meetings

監警會在報告期共舉行了三次和投訴警察課的聯席會議，每次會議均設有公開部份予公眾旁聽。一些值得關注的投訴個案和重要的政策議題都會安排在公開會議上討論，以提高透明度和增加公眾對我們工作的認識。

Three Joint IPCC/CAPO Meetings were held during this reporting period, and each meeting was partially open to the public. Interesting complaint cases and important policy issues were discussed during the open part of the meetings to enhance transparency and public understanding of the IPCC's work.

2012
8
6月 JUN



討論副總理訪港而衍生的投訴調查進度。監警會委員表示，已於5月發表了中期報告，報告亦已呈交予行政長官及提交立法會保安事務委員會，但委員在會上表示仍在等候投訴警察課提供進一步資料，以便完成最終報告。監警會認為因副總理訪港衍生的投訴數目，或可反映警方執行職務時可改善的地方。而監警會在審核投訴的過程中，希望可找出需要改善之處，以及改善的方法。警方原則上同意採納監警會的建議。

Discussion concerned the follow-up on a complaint investigation derived from the Vice Premier's visit. IPCC Members stated that an interim report had been released in May and was presented to the Chief Executive and the Legislative Council Panel on Security; however further information was required from CAPO before the Final Report could be prepared. The IPCC deemed that the number of complaints derived from the Vice Premier's visit indicated room for improvement in police procedures. In reviewing the complaints the IPCC sought to assess where and how improvements could be made. The Police in principle agreed to accept the IPCC's recommendations.

2012
6
9月 SEP



討論實地觀察七一遊行活動的情況。監警會委員表示實地視察公眾活動是個好開始，可從多角度及更全面地認識處理遊行安排的實際情況和困難。七一遊行後委員與警方開會交換意見和看法，並提出改善建議，包括活動的部署、實地安排及應急措施等。

Discussion focused on the on-site observation of the 1 July procession. IPCC Members stated that the observation to the public order event was a good start, allowing Members to have a more comprehensive understanding of the situation and the problems from different standpoints. Members and the Police had held a meeting after the visit and exchanged views and suggestions on police preparations, on-site arrangements and contingency plans.

另一個值得關注的問題，是開放或封閉遊行路線所及的道路，在預期參與遊行人數眾多時，監警會建議警方可考慮封閉高士威道和軒尼詩道，只留下一條緊急通道，以確保人流暢順。有委員認為改善人流管制及提早向市民公佈遊行安排的詳情，對警民雙方均有好處。警方表示管理原則首要考慮是公眾安全，其次是人流暢順，但對建議會加以考慮。會上亦討論國家主席訪港的保安安排相關投訴的調查進度。

A noteworthy point that was raised concerned the opening and closure of roads; the IPCC suggested that if a large number of participants were anticipated, the Police might consider closing Causeway Road and Hennessy Road, leaving one lane open for emergency access, to ensure the smooth flow of protesters. An IPCC Member stated that better crowd management and earlier public announcements concerning police measures would benefit both the Police and the public. On that Police added that public safety was always their primary concern, followed by the smooth flow of people, but said they would take the suggestion into consideration. At the meeting, there was also discussion of the progress in an investigation into complaints relating to security operations for the visit of President.

2013
31
1月 JAN



討論處理性質輕微投訴的「表達不滿機制」，監警會與投訴警察課於2010年5月成立聯席工作小組，研究處理性質輕微投訴的新機制。投訴警察課於2012年4月1日至9月30日實施為期六個月的試行計劃，並確認此機制能更直接、簡單及有效地及早解決性質輕微的投訴。投訴警察課期望整合監警會的意見並在雙方達成共識後，落實以「表達不滿機制」處理部份性質輕微的投訴。

In May 2010, the IPCC and CAPO formed a joint working group to review the handling of protocols and resources allocated for minor complaints under the “Expression of Dissatisfaction Mechanism” (EDM). A six-month pilot scheme was implemented between 1 April and 30 September 2012 to ensure that the EDM would be a straightforward, simple and effective method for the early resolution of minor complaints. With input and agreement from the IPCC, CAPO said it looked forward to the formalisation of the EDM for handling minor complaints.

此外，監警會在會上簡報觀察元旦遊行的情況，包括當日起點的安排、警方對遊行及交通管制的安排，以及街站的情形。監警會於元旦遊行後分別與多個持份者會面，聽取及收集意見，以便和警方跟進。遊行當日其中一個具爭議性的討論，是警方發出的不反對通知書中，列明禁止於遊行路線沿途設置街站。委員希望警方在不反對通知書中設定這項條件前，先和主辦單位溝通，以及這項條件是在和主辦單位討論及達成共識的情況下才設定。將來若警方和主辦單位能預早開展遊行安排的討論，有關資料便可及早向公眾傳達，減少導致混亂及引起投訴的機會。

The IPCC also briefed the meeting on its observations during the 1 January procession, with emphasis on the arrangements at the starting point, police arrangements for managing the procession and traffic, and the locations of street stations. Subsequently, the IPCC held meetings with different stakeholders to collect their opinions to facilitate police follow-up. One controversial matter concerned the Letter of No Objection (LONO) issued by the Police to forbid the setting up of street stations along the procession route. The IPCC recommended that the Police communicate with the organiser and reach a consensus before imposing such a condition in an LONO. It was also suggested that the Police and organisers could commence their discussions earlier, and relevant information could be disseminated to the public in advance in order to minimise confusion and the likelihood of further complaints.