

Enhancing Public Understanding and Building Trust

The Road Forward

Ms. Edwina LAU, PMSM
Director of Management Services
Hong Kong Police Force



香港警察
HONG KONG POLICE

175

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Serve and Protect Hong Kong



Two-tier System

IPCC

**Scrutinization
&
Endorsement**

IPCCO

**Providing Materials
Observers Scheme
Interview
Query
Recommendation to CP or CE**



CAPO

Investigation

Current Situation



**Evolved System
proven effective**



Redressing the Public



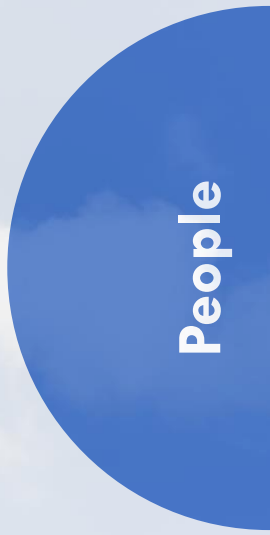
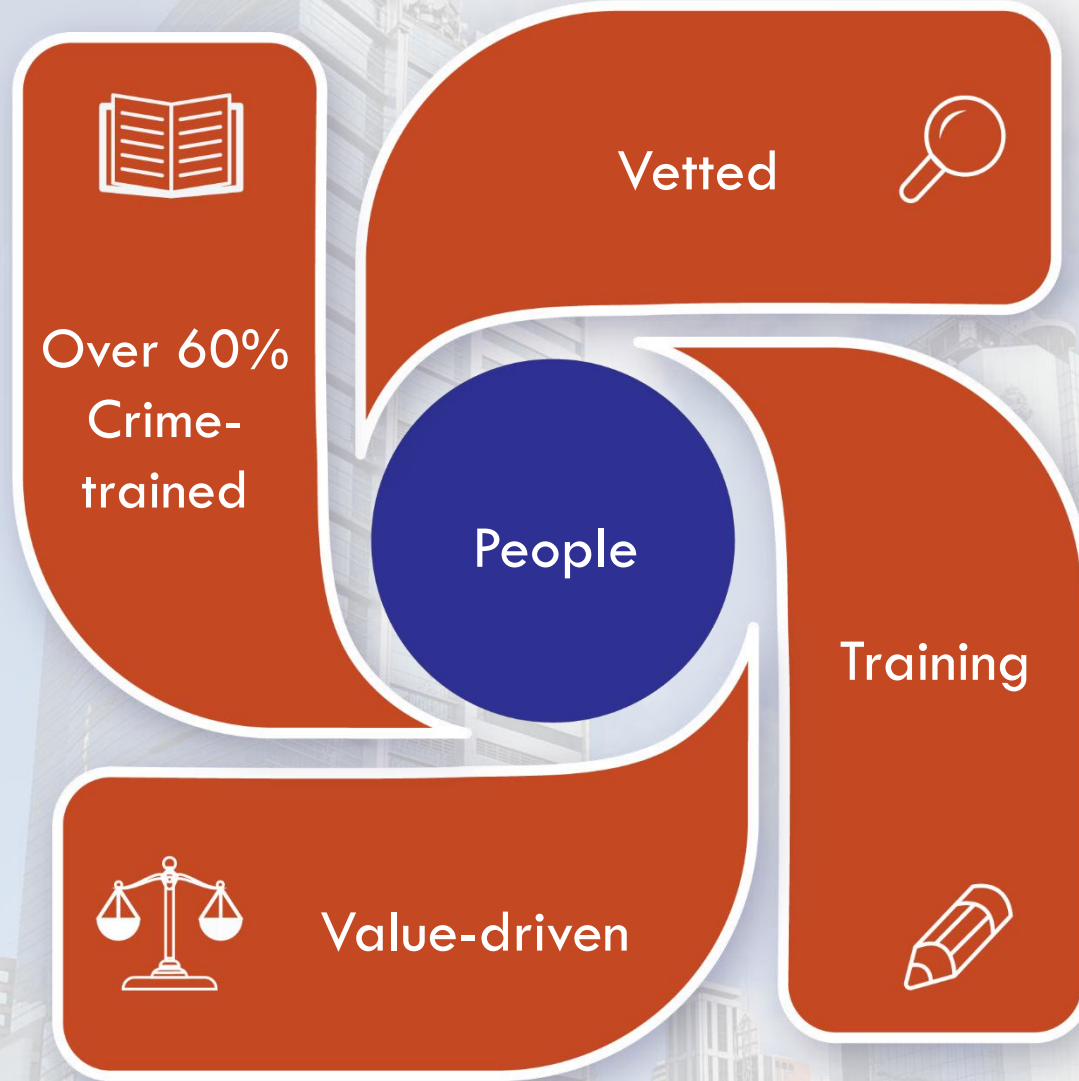
Fair System



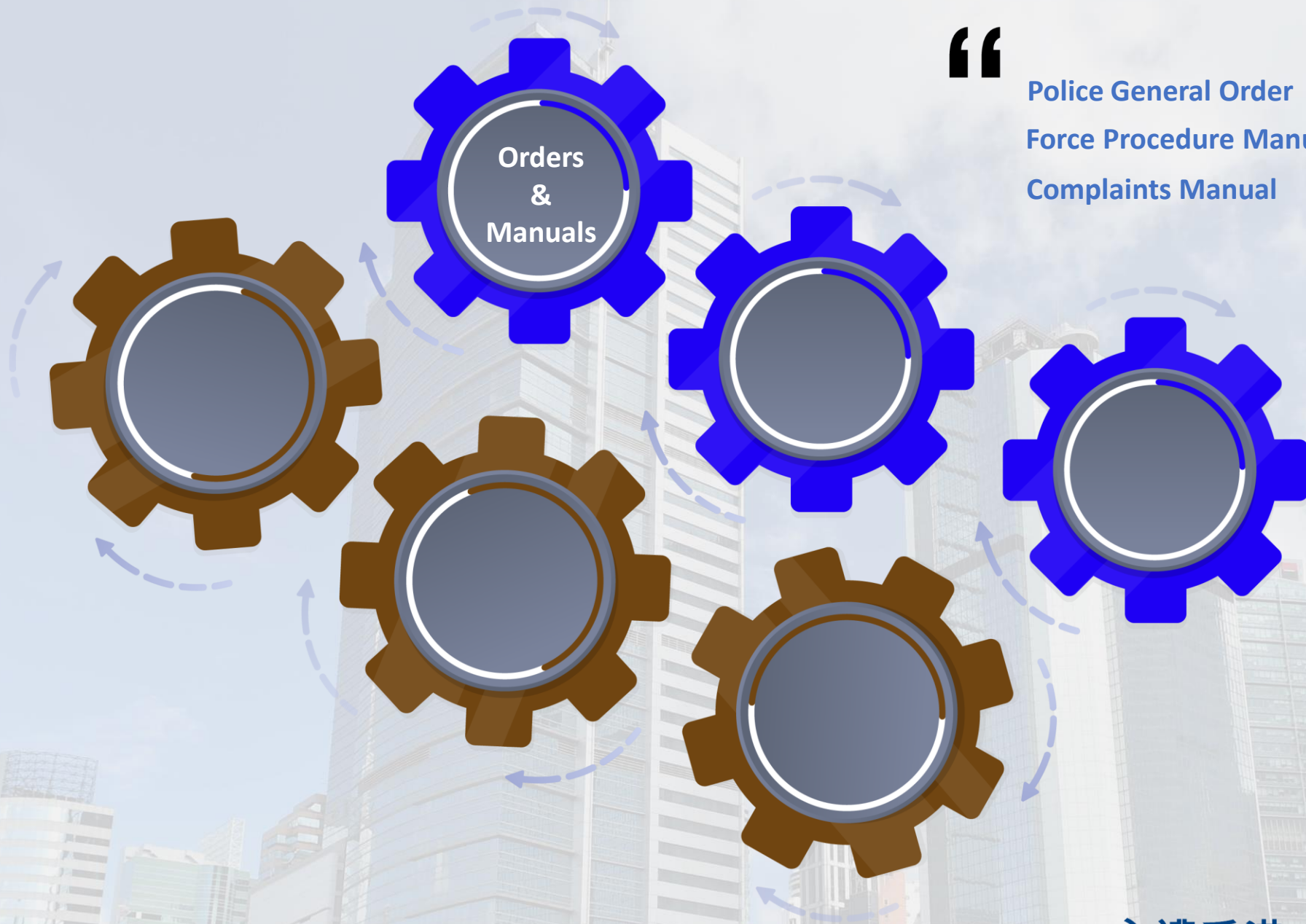
Improving Service Quality

**Why
Appropriate ?**

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“ Police General Order
Force Procedure Manual
Complaints Manual ”

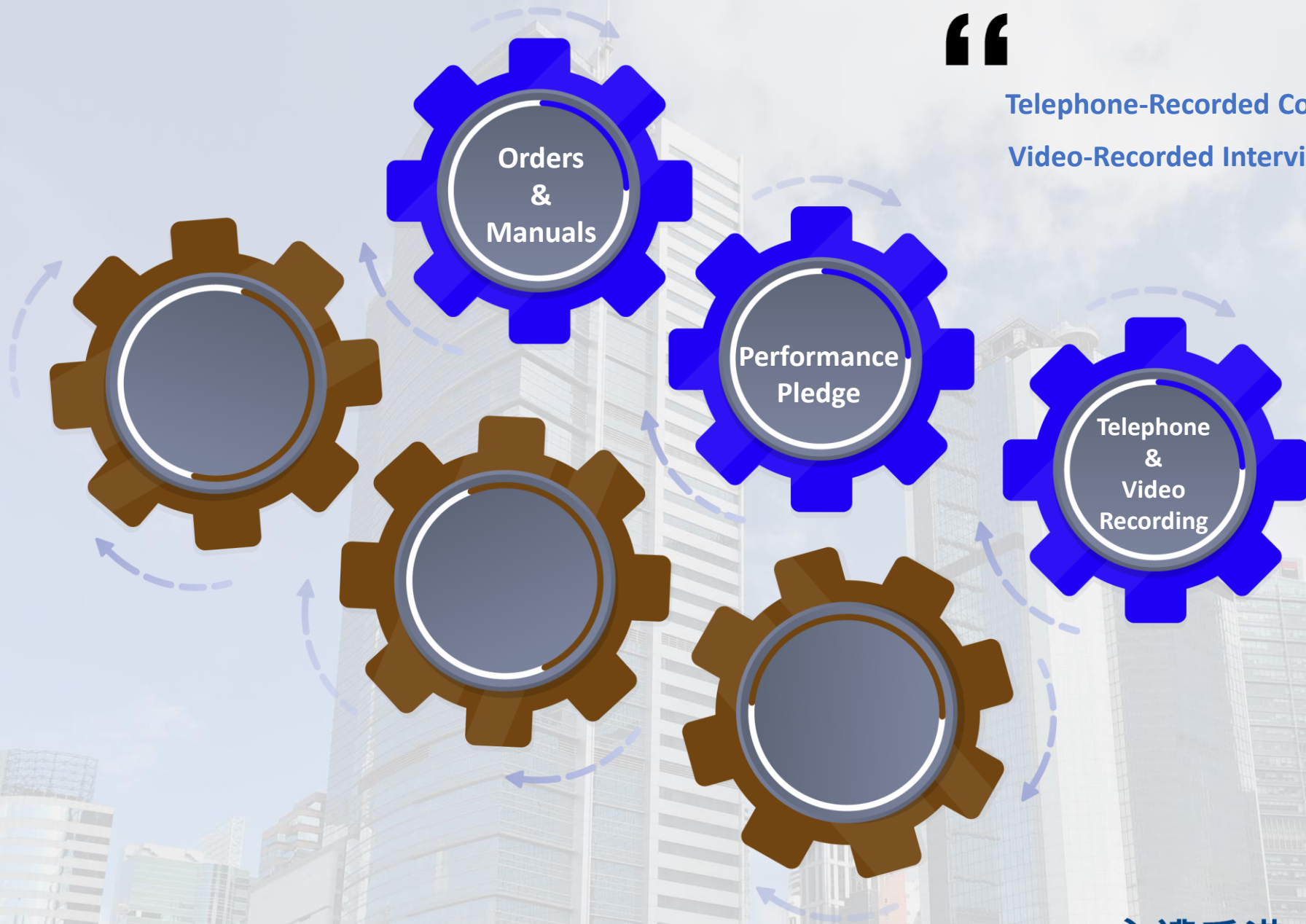
System

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“
Acknowledgement Letter
Interim Letter
Final Letter
”

System



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Telephone-Recorded Conversation

Video-Recorded Interview

”

System

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“
27 IPCC Members
110 IPCC Observers
64 Secretariat Staff
”

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94.5 % Observations
&
Collection of Evidence

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Every Reportable Complaint Scrutinized

Endorsed after Robust Queries by IPCC

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Serious Complaint Committee
Monthly Review

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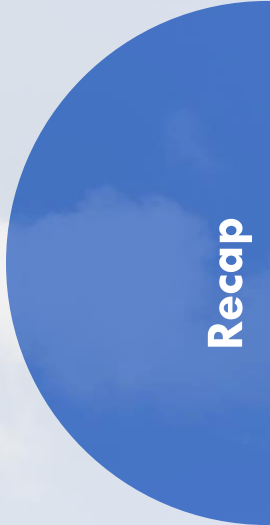
**Thorough
&
Impartial
Investigation**



**Stringent
Scrutinization**



**Compliance
&
Service
Enhancement**



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Trust



Transparency



Road Forward

Recap

System

People

Why Appropriate ?

Current Situation

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Thank you



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