

Press release

Survey shows substantial increase in public awareness of the IPCC
The IPCC dedicates effort in improving online communications

(HONG KONG – 29 June 2015) The Independent Police Complaints Council (IPCC) today released its sixteenth issue of the *IPCC Newsletter*. The cover story recapitulates the results of the IPCC Public Opinion Survey conducted by the Public Opinion Programme of the University of Hong Kong (HKUPOP) and the publicity activities for the TV drama series *IPCC Files*. A brand new column IPCC Online will highlight the IPCC's online activities and the Viewpoint from IPCC will introduce the eight new Members who were appointed to the IPCC on 1 January 2015. The Council's recent activities and a real complaint case illustrating how the IPCC scrutinizes the way a CAPO officer handled a complaint are also included.

Mr Larry Kwok Lam-kwong, Chairman of the IPCC, said, "Public opinion surveys have been an important tool in assessing the public's perception of the IPCC in the past few years. They have helped shape the IPCC's publicity initiatives since it became a statutory body in 2009, enabling the IPCC to effectively discharge its statutory duty, set out in section 8(1)(e) of the IPCC Ordinance (IPCCO), 'to promote public awareness of the role of the Council'. This survey continued in 2015 and in view of the Occupy Movement last year, some questions were modified to measure Occupy Movement's impact on complaints against the Police. We would like to express our thanks and appreciation to Dr Chung's professional team for their dedication and hard work."

The highlight of this year's public opinion survey results was the significant increase in public awareness of the IPCC, with 85% of respondents indicating that they had heard of the Independent Police Complaints Council or IPCC. This is a substantial increase of 18%, compared with last year's 67%. Among those who had heard of the IPCC, almost half could correctly identify at least one of the IPCC's duties, representing an increase of 9% over last year.

In continuing to leverage television as the main channel through which the public hears about the IPCC, *IPCC Files 2015* was produced in collaboration with RTHK as a key communication initiative to enhance public understanding of how the IPCC and the two-tier police complaints system operates. The series was aired from May through June 2015. Although the series have already finished broadcasting, viewers can re-watch the episodes on the RTHK website, the RTHK YouTube channel and the mobile app RTHK Screen.

It is worth noting that there was also an evident increase in the number of people who had learned about the IPCC via the Internet. 33% of respondents indicated this channel, compared with 22% last year. In response to this trend, Mr Larry Kwok added, “The IPCC has dedicated extensive effort to improving its online communication channels, such as revamping the IPCC website and exploring social media initiatives. Our new column IPCC Online will keep the public updated on our online activities.”

In terms of public expectations of the IPCC, over one-third of respondents said they hoped the IPCC would handle cases in a fair, impartial and transparent manner. Mr Larry Kwok stated, “The IPCC will endeavour to assure the public that the Council will continue to diligently discharge its statutory duties and uphold its core values of independence, impartiality and integrity. There is always room for improvement; we will continue our efforts to promote understanding of IPCC’s roles and to better explain the IPCC’s duties to the general public.”

Mr Daniel Mui, Deputy Secretary-General (Operations) of the IPCC, shared a real complaint case where the IPCC scrutinised the way a CAPO officer handled a complaint. In this particular case, the complainant had requested her complaint case to be fully investigated, an IPCC Observer to be present at the police interview and for her “Deception” case to be reviewed because she had new information to provide. The CAPO officer only introduced the Expression of Dissatisfaction Mechanism (EDM) and Informal Resolution (IR) to the complainant as options to deal with her complaint, no IPCC Observer had been arranged to attend the interview and the case reviewing officer was not aware that the complainant had new information to provide.

CAPO found that the CAPO officer did not mention the Full Investigation option to the complainant, and the IPCC agreed with CAPO’s findings. The IPCC also observed that the CAPO officer had failed to notify the IPCC of an interview with a complainant of a Reportable Complaint (RC), who requested the presence of an IPCC Observer, and that the CAPO officer should have mentioned to the reviewing officer that the complainant had new information to provide. Therefore, the IPCC suggested reclassifying the allegations from “Unsubstantiated” and “No Fault” to “Not Fully Substantiated”. CAPO agreed and recommended advising the CAPO officer without a Divisional Record File entry. This case illustrates the IPCC’s meticulous scrutiny of the actions taken by CAPO officers when handling complainants. It also highlights the importance of CAPO officers to clearly explain to the complainant all the available options in dealing with a complaint.

The sixteenth issue of the *IPCC Newsletter* is now available on the IPCC’s website at:
<http://www.ipcc.gov.hk/en/publications/newsletters/2015.html>

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Notes to editor:

About the Independent Police Complaints Council

The Independent Police Complaints Council (IPCC) is an independent body established under the Independent Police Complaints Council Ordinance (IPCCO) (Cap. 604) to observe, monitor and review the handling and investigation of reportable complaints (RCs) against the Police by the Commissioner of Police (CP). The IPCC has become a statutory body since the commencement of IPCCO on 1 June 2009.

監警會公眾意見調查比較資料

The IPCC Public Opinion Survey Results Comparison Fact Sheet

	2009	2010	2013	2014	2015
電話訪問進行日期 Fieldwork period	3月11日至24日 11 to 24 March	3月6日至18日 6 to 18 March	3月5日至12日 5 to 12 March	3月3日至14日 3 to 14 March	3月3日至13日 3 to 13 March
樣本數目 Total sample size	N=1,007	N=1,015	N=1,009	N=1,039	N=1,014

Q1: 在電話訪問前，你有否聽過「投訴警方獨立監察委員會」，或簡稱「監警會(IPCC)」這個機構？

Q1: Have you heard of the Independent Police Complaints Council, the IPCC in short?

	2009	2010	2013*	2014*	2015*
有 Yes	61%	33%	68%	67%	85%
沒有 No	39%	67%	31%	32%	14%

*<1% - 1% 不知道 Don't Know

Q3: 據你的了解，監警會的主要工作是甚麼呢？還有嗎？(不讀答案，可選多項)

Q3: From your understanding, what are the official duties of the IPCC? (Respondents can name more than one duty)

	2009	2010	2013	2014	2015
能正確說出監警會職責 IPCC's official duty	(13%)	(26%)	(58%) 49%^	(47%) 40%^	(57%) 49%^
不能正確說出監警會職責 Non-IPCC's official duty	(79%)	(70%)	(59%) 53%^	(65%) 59%^	(60%) 54%^
不知道 Don't know	(11%)	(10%)	(10%) 10%^	(14%) 14%^	(11%) 11%^

^受訪者淨比率 Net % of Respondents

Q4: 有聽過監警會的受訪者認為監警會是:

Q4: The IPCC is (respondents aware of the Council):

	2009	2010	2013	2014	2015
完全獨立，不隸屬於警隊 Independent of the Police	51%	59%	60%	63%	67%
屬於警隊的一部份 Part of the Police	47%	38%	35%	31%	25%
不知道 Don't know	2%	3%	5%	6%	7%

Q5: 你認為市民投訴警察最有效的渠道是哪一種呢？(不讀答案，只選一項)

Q5: Which is the most effective channel to complain against the Police?

	2009	2010	2013	2014	2015
警方 (沒有註明部門) Police (not specified)	30%	30%	11%	11%	8%
投訴警察課 CAPO	24%	29%	20%	21%	20%
監警會 IPCC	20%	11%	24%	24%	35%
其他 Others	12%	11%	19%	18%	18%
不知道 Don't know	15%	20%	27%	27%	19%

Q9: 你覺得監警會能否以一個獨立的身份，監察和覆檢市民投訴警察的個案？(讀出答案，只選一項)

Q9: Do you think the IPCC is independent in monitoring and reviewing police complaints?

	2009	2010	2013	2014	2015
獨立 Independent	60%	59%	53%	53%	52%
一般 Half-half	29%	28%	19%	19%	18%
不獨立 Not independent	10%	9%	19%	17%	22%
不知道 Don't know	1%	4%	9%	11%	7%

以上問題號碼依照 2015 年監警會公眾意見調查問卷編號。The question number listed above follows the numbering in the questionnaire of the 2015 IPCC public opinion survey.

由於進位原因，百分率的總和可能與總數略有出入。Percentage shares may not add up to the total due to rounding.

2009 年的調查是在監警會成為法定機構前(即警監會)進行。The 2009 public opinion survey was conducted before the IPCC became a statutory body

Q10: 你覺得監警會能否公平公正地監察和覆檢「投訴警察課」的調查工作? (讀出答案，只選一項)

Q10: Do you think the IPCC is impartial and objective in monitoring and reviewing police complaints?

	2009	2010	2013	2014	2015
客觀及公平 Impartiality and Objectivity	53%	55%	46%	47%	44%
一般 Half-half	38%	35%	28%	27%	27%
不客觀及不公平 Not impartiality and objectivity	6%	6%	13%	14%	19%
不知道 Don't know	3%	4%	13%	13%	10%

Q11: 你覺得監警會監察和覆檢投訴個案的效率如何? (讀出答案，只選一項)

Q11: Do you think the IPCC is efficient in monitoring and reviewing police complaints?

	2009	2010	2013	2014	2015
有效率 Efficient	31%	39%	26%	27%	27%
一般 Half-half	51%	43%	35%	32%	32%
沒有效率 Not efficient	6%	6%	13%	13%	20%
不知道 Don't know	12%	12%	27%	29%	20%

Q12: 你覺得監警會的監察和覆檢投訴個案的透明度如何? (讀出答案，只選一項)

Q12: Do you think the IPCC is transparent in monitoring and reviewing police complaints?

	2009	2010	2013	2014	2015
具透明度 Transparent	22%	25%	21%	20%	22%
一般 Half-half	50%	47%	40%	39%	37%
低透明度 Not transparent	23%	19%	24%	24%	27%
不知道 Don't know	5%	9%	15%	18%	13%

Q13: 你對監警會有沒有信心? (2013 年調查新加入題目)

Q13: Are you confident in the IPCC? (Question introduced in the 2013 survey)

	2013	2014	2015
有信心 Confident	43%	48%	44%
一般 Half-half	32%	26%	27%
沒有信心 Not confident	19%	20%	24%
不知道 Don't know	7%	6%	5%

Q15: 你對現時兩層架構投訴制度有沒有信心? (2013 年調查新加入題目)

Q15: Are you confident in the two-tier complaints system? (Question introduced in the 2013 survey)

	2013	2014	2015
有信心 Confident	44%	52%	44%
一般 Half-half	28%	22%	25%
沒有信心 Not confident	18%	19%	24%
不知道 Don't know	9%	7%	7%

Q17: 整體上你覺得監警會的形象如何? (讀出答案，只選一項)

Q17: Generally speaking, how do you think the image of the IPCC?

	2009	2010	2013	2014	2015
正面 Positive	65%	68%	57%	60%	56%
一般 Half-half	31%	28%	32%	26%	28%
負面 Negative	3%	3%	4%	6%	10%
不知道 Don't know	2%	2%	6%	8%	5%

以上問題號碼依照 2015 年監警會公眾意見調查問卷編號。The question number listed above follows the numbering in the questionnaire of the 2015 IPCC public opinion survey. 由於進位原因，百分率的總和可能與總數略有出入。Percentage shares may not add up to the total due to rounding.

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