

Press Release

IPCC releases its 2020/21 Report

Discharging its monitoring role and
making 22 service quality improvement recommendations

(HONG KONG — 13 December 2021) The Independent Police Complaints Council (IPCC) held its quarterly Joint Meeting with the Complaints Against Police Office (CAPO) today. A media briefing was subsequently held to publish the Council's 12th Report since becoming a statutory body, and to report the latest complaint statistics arising from large-scale public order events (POEs), the progress of vetting investigation reports submitted by CAPO, and the implementation of the 52 recommendations put forward in the Thematic Study Report.

Complaint statistics in 2020/21

During the reporting period of 2020/21, the IPCC received investigation reports from CAPO on 1,363 new complaint cases, representing a year-on-year decrease of 7.8%. During the same period, the IPCC endorsed 1,390 complaint cases, representing a year-on-year increase of 7.5%. The endorsed complaint cases involved a total of 2,311 allegations, representing a year-on-year increase of 4.6%. Minor allegations accounted for nearly 86% of the total number of allegations, including “Misconduct / Improper Manner / Offensive Language” (1,011 counts, 43.7%), and “Neglect of Duty” (968 counts, 41.9%), which were similar to those in the previous year.

During the reporting period, the IPCC raised 1,445 Queries to CAPO regarding the investigation reports of Reportable Complaints, representing a year-on-year increase of 16.2% (2019/20: 1,244 Queries). These Queries mainly focused on clarification of information in the investigation reports (51%), and reclassification of investigation results (27%). Subsequent to Queries raised by the IPCC, the investigation results of 127 allegations were changed to more definite and appropriate classifications, including “Substantiated”, “Not Fully Substantiated”, “No Fault”, and “False”. These 127 allegations accounted for 18% of the total number of allegations that required full investigation.

Ms Priscilla WONG Pui-sze, SBS, JP, Chairman of the IPCC said, “The IPCC strives to maintain a fair, impartial and evidence-based police complaints system to do justice to both complainants and complainees. The IPCC observed that

during the reporting period, 764 allegations were classified as ‘Not Pursuable’. The number of ‘Not Pursuable’ cases remained at a high level as in most cases the complainants failed to turn up at CAPO’s interviews or refused to provide further assistance to CAPO. The Council has reiterated on many occasions that whenever complainants exercise their rights to lodge complaints, they also have the duty to co-operate with CAPO’s investigation, to provide complete, true and accurate information as well as valid information for contact, so that the complaints system could discharge its functions to the fullest extent.”

To ensure that the investigation work on all complaint cases are conducted in a fair and impartial manner, the IPCC arranges for Observers to attend CAPO’s interviews with complainants, complainees and witnesses, and to observe CAPO’s collection of evidence pursuant to statutory powers conferred by the IPCC Ordinance. During the reporting period, IPCC Observers attended 2,198 sessions with an attendance rate of 98.7%, which was on the rise for the fifth consecutive year (Please refer to Annex 1 for more statistics).

Service Quality Improvement Initiatives

The IPCC believes that continuous improvement in the Police’s service quality will help reinforce mutual trust and co-operation between members of the public and the Force. Through working meetings on “Service Quality Improvement Initiatives” and quarterly Joint Meetings with CAPO, the IPCC actively follows up with the Police on the progress of the implementation of improvement recommendations.

Mr Daniel MUI, Secretary-General of the IPCC said, “Over the past 12 years, the IPCC has put forward 180 recommendations to the Police. With the Police’s sustained efforts in implementing improvement initiatives, the number of complaints has been declining. During the reporting period, the Council made a total of 22 recommendations of improvement initiatives. These recommendations of improvement initiatives were not only related to the complaint cases and the enhancement of the Police’s service quality, but also closely linked to the daily life of the public, including (1) enhancing Traffic Procedures Manual to advise owners to collect their vehicles after vehicle examinations; (2) devising a register to record receipt of Traffic Accident Victims Assistance Scheme application forms; (3) devising procedures related to the seizure of essential clothing from arrested persons; (4) enhancing Police procedures on handling seized properties with the use of Tamper Evident Property Envelopes, and (5) devising comprehensive procedures to ensure that proper actions will be taken upon conclusion of court cases.”

Recommendations and complaint statistics relating to large-scale POEs

During the reporting period, the IPCC published its Thematic Study Report on the large-scale POEs in 2019, and put forward 52 recommendations for improvement regarding police practices and procedures in handling the POEs. These recommendations covered five areas, being (1) enhancing dissemination of public information and review of media relations; (2) review of guidelines on the use of force; (3) improvement of arrangements for Temporary Holding Areas; (4) enhancement of Police operational deployment and strategies, and (5) strengthening of the Police's internal management, coordination and training. As of November 2021, the Police have completed follow-up actions on 39 recommendations and rolled out a total of 70 improvement initiatives.

Mr Daniel MUI added, "The IPCC has been closely following up on the Police's implementation progress of these recommendations. The IPCC has also conducted on-site visits to various Police units to gain a more thorough understanding of the work of frontline officers. In February 2021, the Council visited the Hung Hom Police Station to understand the improvement measures of the Temporary Holding Area. In June 2021, the Council also visited the Regional Command and Control Centre (Hong Kong Island Regional Headquarters) and was briefed on the latest operation of 999 Console after improvement measures had been put in place. The IPCC will continue to follow up with the Police on the implementation progress of the remaining recommendations as well as the latest development through the prevailing mechanism."

As of 24 November 2021, the IPCC received 550 investigation reports on Reportable Complaints from CAPO in connection with large-scale POEs comprising 181 cases fully investigated by CAPO, 131 cases withdrawn by complainants, 228 "Not Pursuable" cases, and 10 cases informally resolved. Of these 550 investigation reports, 457 were endorsed by the IPCC. In addition, the IPCC arranged Observers to attend all CAPO's interviews and collection of evidence in connection with these complaint cases. As of 24 November 2021, IPCC Members and 120 Observers completed 1,376 observations with an attendance rate of 100% (Please refer to [Annex 2](#) for the latest complaint statistics).

Stakeholder engagement

Mr Clement CHAN Kam-wing, MH, JP, Chairman of Publicity and Community Relations Committee said, "The IPCC believes that enhancement of mutual trust and communication among the IPCC, the Police and the public is of paramount importance to reinforcing a fair and impartial police complaints system. Therefore, the Council places great importance on stakeholder engagement through

an array of channels in order to enhance public understanding of the work of the Council and the two-tier police complaints system, and to further strengthen public confidence and trust in the Police.”

During the reporting period, the IPCC held a total of 27 press conferences and media interviews. The IPCC also offered live webcasts of Joint Meetings with CAPO via the IPCC website and its official YouTube channel to maintain high transparency amidst the COVID-19 pandemic.

Through organising briefings for police officers, visiting professional associations and District Fight Crime Committees, as well as giving talks at secondary schools and tertiary institutions, the IPCC has reached out to over 31,000 stakeholders over the past four years. The IPCC has also produced a new TV drama series “*IPCC Frontline*” and launched an all-round promotional campaign at multiple platforms, including radio, newspaper, television, social media, MTR and bus advertising, to enhance public understanding of the Council’s work.

The IPCC Report 2020/21 is available on the IPCC website:
https://www.ipcc.gov.hk/en/publications/annual_report/2020.html

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獨立監察警方處理投訴委員會 2020/21 工作報告
Report of the Independent Police Complaints Council 2020/21

數字摘要 Fact Sheet

接獲及通過的須匯報投訴個案數字
Number of Reportable Complaint cases received and endorsed

<i>p.36</i>	2020/21	2019/20
接獲的須匯報投訴個案 Reportable Complaint cases received	1,363	1,478
通過的須匯報投訴個案 Reportable Complaint cases endorsed	1,390	1,293

監警會通過的指控 Allegations endorsed by the IPCC

<i>p.37</i>	2020/21	2019/20
指控總數 Total number of allegations	2,311	2,209

其中主要的三項指控
Three major allegations

<i>p.37</i>	2020/21	2019/20
行為不當／態度欠佳／粗言穢語 Misconduct/ Improper Manner/ Offensive Language	1,011	910
疏忽職守 Neglect of Duty	968	1,003
毆打 Assault	168	175

監警會通過的調查結果
Investigation results of allegations endorsed by the IPCC

<i>p.39</i>	2020/21	2019/20
經全面調查 Required full investigation		
獲證明屬實 Substantiated	72	57
未經舉報但證明屬實 Substantiated Other Than Reported	18	19
無法完全證明屬實 Not Fully Substantiated	4	2
無法證實 Unsubstantiated	208	257
並無過錯 No Fault	364	403
虛假不確 False	36	59
小計 Subtotal	702	797
無需進行全面調查 Did not require full investigation		
透過簡便方式解決 Informally Resolved	239	202
投訴撤回 Withdrawn	606	462
無法追查 Not Pursuable	764	748
小計 Subtotal	1,609	1,412
總數 Total	2,311	2,209

警方就監警會通過的投訴個案向違規的警務人員採取的行動
Police actions taken against defaulting officers in cases endorsed by the IPCC

<i>p.42</i>	2020/21	2019/20
刑事訴訟 Criminal proceedings	0	0
紀律覆檢 Disciplinary review	7	2
警告 Warnings	28	25
訓諭 Advice	52	53
總數 Total	87	80

監警會向投訴警察課提出的質詢
Queries raised by the IPCC to CAPO

<i>p.43</i>	2020/21	2019/20
質詢總數 Total number of Queries	1,445	1,244

監警會通過的再分類調查結果
Change of investigation classification endorsed by the IPCC

<i>p.46</i>	2020/21	2019/20
指控總數 Total number of allegations	197	220
再分類為「獲證明屬實」 Reclassified to “Substantiated”	34	38
再分類「無法完全證明屬實」 Reclassified to “Not Fully Substantiated”	4	2
再分類為「並無過錯」 Reclassified to “No Fault”	81	124
再分類為「虛假不確」 Reclassified to “False”	8	20

就改善警隊常規和程序提出的建議
Recommended improvements to police practices and procedures

<i>p.47</i>	2020/21	2019/20
建議總數 Total number of suggestions	22*	17*

*尚未包括監警會專題審視工作就警方處理大型公眾活動作出的52項改善建議

* The figure does not include the 52 recommendations set out in the IPCC Thematic Study Report on Police's handling of POEs.

觀察數字及觀察員出席率

Number of observations and attendance rate of IPCC Observers

<i>p.48</i>	2020/21	2019/20
觀察數字 Number of observations	2,198	2,127
出席率 Attendance rate	98.7*	96.5%*

*與大型公眾活動相關的須匯報投訴個案觀察員出席率為 100%

* Observations related to Reportable Complaints stemming from POEs were 100% attended by the Observers

須知會投訴個案數字

Number of Notifiable Complaint cases

<i>p.49</i>	2020/21	2019/20
經監警會審核的須知會投訴個案 Notifiable Complaint cases examined by the IPCC	860	1,686
重新歸類為須匯報投訴 Cases re-categorised as Reportable Complaints	1	6

有關《逃犯條例》及相關法例擬議修訂的
大型公眾活動衍生的投訴警方個案 (截至 2021 年 11 月 24 日)

No. of complaint cases against the Police stemmed from Public Order Events related to the proposed amendments to the Fugitive Offenders Ordinance and related legislation
(As at 24 November 2021)

概覽 Overview

	個案總數 Number of cases	投訴人數目 Number of Complainants
須匯報投訴 Reportable Complaints (RCs)	618	673
須知會投訴 Notifiable Complaints (NCs)	1,331	8,470
總數 Total	1,949	9,143

指控分項 Breakdown of allegations

指控 Allegations	須匯報投訴 Reportable Complaints	須知會投訴 Notifiable Complaints
行為不當 Misconduct	295	673
疏忽職守 Neglect of Duty	264	450
濫用職權 Unnecessary Use of Authority	173	218
毆打 Assault	140	82
不禮貌 Impoliteness	131	144
粗言穢語 Offensive Language	41	57
粗魯無禮 Rudeness	33	73
恐嚇 Threat	25	7
捏造證據 Fabrication of Evidence	5	11
警務程序 Police Procedures	2	1
總數 Total	1,109	1,716

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