

主席前言 CHAIRMAN'S FOREWORD



我欣然向大家發表獨立監察警方處理投訴委員會(監警會)2010/11年的工作報告，報告涵蓋的一年實在是充滿挑戰、令人振奮。監警會成為法定機構已經兩年，期間我樂見機構的一些重要發展，充分突顯了監警會作為監察警方處理投訴的一個獨立機構，影響力與日俱增。

2011年1月，監警會成員由18人增加至24人，當中有10位新委員加入。我們的觀察員亦有所增加，在觀察須匯報投訴的會面和搜集證據工作過程方面，直接提升了本會的監察能力。秘書處的審核團隊亦由四組增加至七組，可加快審閱及監察程序，以上種種轉變均令人鼓舞。然而，在公眾對警隊服務期望日高的氛圍下，我們預料資源限制仍然是監警會的一個主要挑戰。

I am very pleased to present this annual report of the Independent Police Complaints Council (IPCC). This reporting year has been a challenging and exciting one. Two years after becoming a statutory body, I am glad to see some major developments which underscore the increasing impact of the IPCC as an independent police complaints oversight body.

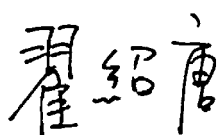
In January 2011, the Council welcomed 10 new Members, expanding our membership from 18 to 24. We have added to the number of Observers to strengthen our monitoring function through on-the-spot observation of interviews and evidence collection for reportable complaints. The number of vetting teams in the Secretariat has also been increased from four to seven. As a result, our review and monitoring process has been considerably expedited. These are all very encouraging improvements. That said, with public expectations constantly rising with regard to police service, we anticipate that limited resource constraints will remain a major challenge for us.

近年市民大眾對問責和透明度的認知及期望不斷上升，監警會作為獨立的監察機構，發揮了明顯的作用，確保投訴警察課公平、公正及有效率地處理每一宗個案，並持續地提供意見給投訴警察課。該課在確立和分析投訴個案的事實時，現已採納更多樣化的手法，因而能更有效率地完成調查，調查結果亦更能協助警隊精益求精。同時，我們和投訴警察課緊密合作，精簡處理投訴的流程，確保盡可能有效地跟進所有投訴。鑒於過去數年，逾七成的須匯報投訴均屬性質較輕微的個案，我們已經開始推行新措施以改善投訴處理的流程，務求更有效率地運用有限的資源。監警會和投訴警察課已成立了一個聯席小組，研究不同的方案。我們預計具體建議將在短期內出台。我相信新措施會為公眾提供更好的服務。

除了審閱調查報告之外，監警會亦有就一些容易引致投訴的範疇提出建議。例如，在報告期內，警方便採納了我們的建議，在報案室安裝電話錄音系統，紀錄報案室電話的對話內容。此外，我們亦繼續跟進警方處理大型公眾活動的安排。

展望未來，我們會更加努力地協助公眾了解投訴警察制度的兩層架構和監警會在這制度中的角色。我們殷切期望透過主動接觸各持份者、關注團體及傳媒，加強公眾對本會的認識。我們相信，讓公眾更了解監警會和投訴警察機制，市民和警方均能得益。

最後，我感謝所有監警會委員和觀察員為監警會所作出的巨大貢獻。他們不吝付出心力，為監警會獨立、公正的監察機制奠下穩健的基礎，讓公眾對香港投訴警察制度的兩層架構更有信心，為此我謹向他們致以衷心謝意。



翟紹唐 資深大律師
主席

With increasing public awareness and higher expectations of accountability and transparency, the IPCC plays a significant role in ensuring that complaint investigations are handled by the Complaints Against Police Office (CAPO) in a fair, just and efficient manner. With our ongoing advice, CAPO has adopted a wider range of measures of establishing and analyzing the facts of a complaint, which lead to more effective and efficient investigation findings. We have been working closely with CAPO to streamline the complaints handling process so as to ensure that all complaints would be handled as effectively as possible. In particular, in the past few years, over 70% of all reportable complaints are of relative minor nature. With this in mind, we have started an initiative to improve the complaint handling process so that our limited resources are not used disproportionately. A joint Working Group has been looking into various possibilities and it is envisaged that some concrete proposals will be put forward very shortly. I am confident that the public will be better served by these initiatives.

In addition to reviewing investigation reports, the Council has also made recommendations to the Police concerning areas that have frequently generated complaints. For example, during the reporting year, the Police completed the installation of a system to record all telephone calls in Report Rooms as a result of the Council's recommendation. We also continued to engage with the Police concerning their handling of public order events.

Moving forward, we are consciously aware that more could be done to enhance public understanding of the two-tier complaints system and our role. We are also keen to raise public awareness of the Council through outreach to stakeholders, concerned groups and the media. We believe that better public understanding of the Council and the police complaints system will benefit both the public and the Police.

Last but not least, I would like to thank all our Council Members and Observers for their enormous contributions to our work. Their efforts and advice lay the foundation of our independent and impartial monitoring mechanism, a key to ensuring public confidence in the two-tier police complaints system of Hong Kong.



JAT Sew-Tong, SC
Chairman