



我欣然向大家發表獨立監察警方處理投訴委員會(簡稱監警會)2014/15年的工作報告。

此報告是我加入監警會後的第一份工作報告。出任監警會主席一職，對我而言是榮幸也是挑戰。近年有很多關於警民關係的討論，在這社會氛圍之下，監警會作為獨立監察警方處理投訴機構的角色便更為重要。在我上任之後不久，便發生了佔領事件，社會上對於警方就事件的行動有不少意見，佔領事件亦衍生了逾百宗的須匯報投訴。

雖然報告期內發生了佔領事件，但投訴警察個案的整體數字繼續呈現下跌的趨勢。本財政年度，我們接獲的投訴個案便下跌了12個百分比，相信這和警方在年前推出的表達不滿機制有關。機制成功將性質輕微的投訴分流處理，讓我們可以集中資源，處理性質較嚴重的投訴個案。此機制在過去數年有效處理了逾三分之一的投訴個案。同時，我們了解警方於過去數年在預防投訴方面不遺餘力，監警會委員亦有

It is my pleasure to present to you the Independent Police Complaints Council (IPCC) report for the year 2014/15.

This is the first report since I joined the IPCC. Being appointed as Chairman of the IPCC is both an honour and a challenge for me. Recently, there has been a considerable amount of discussion about the relations between the Police and the public, and with the current social atmosphere, the role of the IPCC as an independent police complaints body is even more crucial. Shortly after I assumed duty, the Occupy Movement took place. During this period, opinions abounded within society regarding the Police's handling of this movement, which also generated over 100 Reportable Complaints.

Although the Occupy Movement occurred during this reporting period, the overall number of complaints against the Police continued to show a decreasing trend. During this financial year, the number of cases the IPCC received fell by 12 percentage points. We believe that this is partly due to the introduction of the Expression of Dissatisfaction Mechanism (EDM), which successfully re-directed minor complaints for separate handling, so that we could focus our efforts and resources on handling complaints of a more serious nature. In the past few years since the EDM has been implemented, it has effectively handled over one third of all complaint cases. At the same time, we understand that the Police have also been doing a lot of work on complaints prevention, and IPCC Members have been regularly invited to attend the Regional Complaints Prevention Committee meetings. I believe that

主席前言

Chairman's foreword

定期獲邀出席警區的預防投訴委員會會議。相信警方預防投訴的工作亦有助減少投訴數字。整體投訴減少很可能反映了我們現時的投訴警察機制的成效，因為透過投訴警察實際上是有助提升警隊的服務質素。

此外，我們繼續和持份者聯繫，一如以往，我們應邀到現場觀察去年的七一遊行及今年2月1日的遊行，部分委員和秘書處同事更首次在2月1日隨主辦單位的代表觀察遊行的情況。佔領事件期間，委員會亦特別召開內務會議，討論如何處理由佔領事件衍生的投訴。同時，我們亦有和數個關注警方執法的團體會面，聆聽他們的意見。金鐘清場當日，碰巧是我們和投訴警察課的季度聯席會議，開會前後委員亦有在金鐘一帶現場觀察清場的情況。

香港是一個有言論及集會自由的社會，市民可以用合法方式表達意見。同時，香港也是一個治安良好的城市，為全球罪案率最低的城市之一。這除了有賴警隊的努力、專業、誠信和承擔外，亦是因為香港人奉公守法的優秀文化。我有些在香港居住的外國朋友，在來港數月後，都非常羨慕香港人有一個安全的居住環境，晚飯後可以和家人安心在街上散步。但在歐美國家的一些主要城市，晚上走在街上就因治安問題而要提心吊膽。聽到這些說話，我感覺到我們生活在香港實在是非常幸運，我們應該珍惜香港一直以來的和平、守法和融洽的社會氣氛。

按以往的一貫做法，我們委託了香港大學民意研究計劃進行公眾意見調查，藉此了解市民對我們工作的觀感。調查結果顯示，公眾對監警會的認知度顯著上升，今年整體受訪者中，認識監警會的佔85%，較去年的67%，錄得18個百分比的增幅。在整體工作表現方面，滿意度稍微下降，評分由62.5分下降至60.3分。但監警會也是市民認為最有效的投訴警察渠道，由去年的24%大幅上升至35%，升幅達11個百分比。縱然如此，我們會繼續努力在多方面作出改善。

the Police's dedicated efforts in complaints prevention also helped reduce the number of complaints. The overall decrease in the number of complaints probably also reflects the effectiveness of our current police complaints system, because complaints against the Police do, in fact, help improve the overall service quality of the Police Force.

Additionally, we have been continuing our engagement with stakeholders. As in the past, we were invited to conduct on-site observations at last year's 1 July procession and this year's 1 February procession. The 1 February procession was the first time that some Members and Secretariat staff observed alongside representatives from the procession organiser. During the Occupy Movement, the Council called a special in-house meeting to discuss the handling of complaint cases arising from the movement. We also met with several groups who were concerned with the Police's enforcement actions, and listened to their views. The Admiralty clearance operation coincidentally fell on the same date as one of the joint meetings between IPCC and CAPO – so both before and after the meeting, Members went on-site to observe the situation in the Admiralty area.

Hong Kong is a society that embraces the freedom of speech and of assembly, where citizens can express their opinions through legal means. Hong Kong is also a city that enjoys a high level of public safety, with a crime rate among the lowest in the world. This is not only a result of the Police Force's dedication, professionalism, integrity and a strong sense of responsibility, but also a result of Hong Kong citizens' fine law-abiding culture. Some of my expatriate friends who are now living in Hong Kong told me that not long after they moved here, they already very much admired Hong Kong people for having such a safe living environment where they could take a walk in the streets with their families after dinner without having to worry about their personal safety. In some major cities in Europe and the United States, walking in the streets in the evenings can be a frightful experience because of concerns about personal safety. On hearing these comments, I truly felt that we were very fortunate living in Hong Kong. We should value the longstanding peaceful, law-abiding and harmonious social atmosphere in our society.

In accordance with past years' practices, we commissioned the University of Hong Kong's Public Opinion Programme to conduct a public opinion survey, aiming to further understand the general public's view of our work. The survey results show that public awareness of the IPCC significantly increased, with 85% of respondents indicating that they have heard of the IPCC, which is an 18 percentage point increase from last year's 67%. In terms of overall performance, satisfaction rating drops from 62.5 marks to 60.3 marks. However, the IPCC is also considered the most effective channel to lodge a complaint against the Police, selected by 35% of respondents, representing a substantial increase of 11 percentage points over last year's 24%. Nevertheless, we will continue to do our best to improve in various ways.

過去數年，公眾意見調查均反映市民希望我們可以提高機構的透明度。透明度不足的形象可能基於四個原因。第一：在法律上，監警會的工作牽涉保密資料；第二：很多時候，投訴個案涉及處理細節的問題；第三：處理投訴調查過程相當複雜或者非常技術性；第四：為避免影響我們的獨立公正原則和形象，在審核投訴調查工作未完成時也不適宜作出任何評論。

但在不違背以上的因素和原則的情況下，我們都會盡量開誠佈公，包括投訴委員的處理工作、作內部參考的公眾意見調查結果等。同時亦加強對外的溝通渠道，包括和香港電台聯合製作《監警有道》(2015)、開拓網上媒體如YouTube等。我們在報告期內的工作概覽，詳見於此工作報告。我們亦會繼續以不同方式和途徑，加強與公眾溝通及向他們講解我們的工作。

佔領事件之後，坊間對我們的工作有很多傳聞及揣測，其實這現象對於理性處理事情及監警會的工作毫無幫助。我想強調監警會的工作是以證據為依歸，獨立公正地審核每宗投訴個案，不會因投訴人或被投訴人向會方施壓便左右我們憑證據作出的判斷。

最後，我謹在此感謝上屆主席翟紹唐資深大律師，為法定監警會奠定穩固的基礎。同時感謝去年卸任的副主席林大輝議員、石禮謙議員，以及張達明和方敏生委員，對會方的各方面工作有莫大貢獻。我亦感謝所有現任委員、新加入的委員和秘書處的職員，大家同心合力，一齊面對各種挑戰。我們定必秉承監警會獨立、公正和誠信的價值觀，來實踐我們的工作。



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主席

In the past few years, the public opinion survey results have all shown that citizens hope the IPCC can improve its transparency. The image of lacking transparency is probably due to four factors: firstly, IPCC's work involves dealing with confidential information under the law; secondly, very often, the cases involve sorting out the details; thirdly, the process of handling the complaint cases is technical at times and can be very complicated; and fourthly, to uphold our independence and impartiality, it is not appropriate for us to give any comment on any complaint case before the investigation of the complaint is completed.

However, for information that does not violate the principle of confidentiality, independence and impartiality, we will openly disclose them as much as practicable. Such information includes the handling of complaints against IPCC Members and the results of our public opinion survey, although these are primarily for internal use only. At the same time, we have been strengthening various communication channels, such as the collaboration with RTHK to produce the TV series *IPCC Files* (2015) and establishing communication channels online such as our YouTube channel. An overview of our work in the reporting period is included in this report. We will continue to strengthen our communications with the public, explaining our work through various channels and methods.

After the Occupy Movement, there have been many rumours and presumptions circulating amongst the public, and frankly this phenomenon is not helpful to either the rational handling of incidents or the IPCC's work. I would like to emphasise that the IPCC's work is evidence-based, and we review every complaint case independently and impartially. Our judgments, which are made on the basis of evidence, will not be influenced by any pressure from either the complainants or complainees.

Lastly, I would like to express my heartfelt thanks to my predecessor, Mr Jat Sew-Tong SC, for laying down a solid foundation on which we can continue to build the IPCC as a statutory body. I would like to express my gratitude to the Vice-Chairmen and Members who retired last year – Dr Hon Lam Tai-fai, Hon Abraham Shek Lai-him, and Members Mr Eric Cheung Tat-ming and Ms Christine Fang Meng-sang – for their invaluable contributions to multiple aspects of the Council's work. I also thank all the current Members, our new Members and our Secretariat staff for working together to meet various challenges. We will uphold the IPCC's core values of independence, impartiality and integrity in fulfilling our duty.



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