

服務承諾

Performance pledges

監警會重視工作效率和優質表現，定下一系列的服務承諾：
We attach great importance to efficient and quality performance.
Our performance pledges are:

	Handling of cases 個案的處理	Performance target (standard response time) ● 表現指標 (標準回應時間) ●
Enquiries 查詢	By telephone / in person 致電 / 親臨	Immediately 即時
	In writing 書面	Within 10 days 10天內
Monitoring of complaints 監察投訴	Normal cases ● 一般個案 ●	Within 3 months 3個月內
	Complicated cases ● 複雜個案 ●	Within 6 months 6個月內
	Review cases ● 覆核個案 ●	Within 6 months 6個月內

- 由接獲投訴警察課最終調查報告 / 回應的日期起計
 - 一般個案：向投訴警察課提出不多於一輪質詢的輕微個案 (例如沒有禮貌或疏忽職守)
 - 複雜個案：所有嚴重的個案 (例如毆打或捏造證據)，或向投訴警察課提出多於一輪質詢的輕微個案
 - 覆核個案：要求覆核須匯報投訴的調查結果分類的個案
- Measured from the date of receipt of CAPO's final investigation report/response
 - Normal cases: minor cases (such as Impoliteness or Neglect of Duty) with no more than one round of Query raised by the IPCC with CAPO
 - Complicated cases: all serious cases (such as Assault or Fabrication of Evidence) and minor cases with two or more rounds of Queries raised by the IPCC with CAPO
 - Review cases: requests for reviewing the classification of Reportable Complaints