

主席前言 Chairman's Foreword



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獨立監察警方處理投訴委員會（監警會）自2009年成為法定機構以來，一直秉持公平公正的原則審核每宗投訴個案。去年的《工作報告》已提及整體投訴數字將隨着社會全面復常會有所回升。本年度的投訴數字正反映了這個趨勢，警務人員與廣大市民的接觸面增多，因日常警務工作而衍生的投訴數字也有所增加。在2023/24年度，監警會合共通過2,318項投訴指控，較上年度增加5%，主要涉及交通執法、截停搜查、處理街頭糾紛等。

本年度的投訴指控大部分均屬性質輕微（包括態度欠佳和疏忽職守），共有2,157項，佔指控總數逾93%。屬嚴重指控（包括毆打、濫用職權、恐嚇和捏造證據）有159項，較上年度的242項下跌超過三成；經全面調查後，其中一項涉及濫用職權的指控「獲證明屬實」。

Since the establishment of the Independent Police Complaints Council (IPCC) as a statutory body in 2009, the Council has upheld the principle of fairness and impartiality in examining each and every complaint. In last year's Report, a rebound in the overall number of complaints as the society returns to normalcy was anticipated. The anticipation has been echoed by the actual number of complaints this year. With increased interaction between the police and the public, the number of complaints arising from performing daily policing duties has risen accordingly. In 2023/24, the Council endorsed a total of 2,318 allegations, a 5% increase from the previous year. These complaints mainly involved traffic enforcement, stop-and-search and handling of street disputes, etc.

In this reporting period, a majority of allegations were minor in nature (including "Improper Manner" and "Neglect of Duty"), totalling 2,157 counts and accounting for over 93% of all allegations. The other 159 allegations were of a serious nature (including "Assault", "Unnecessary Use of Authority", "Threat" and "Fabrication of Evidence"), representing a decrease of more than 30% as compared to 242 allegations in the preceding year. After full investigation, one count of "Unnecessary Use of Authority" was classified as "Substantiated".

自我擔任主席以來，監警會繼續公平處理每宗投訴，並在審核過程中找出警隊可作改善的地方，以減少不必要的投訴，彰顯投訴制度力求公平且力臻至善的精神。報告期內，會方共提出20項服務質素改善建議(改善建議)。除了涵蓋交通執法、羈留人士處理、警隊設備等方面，監警會亦因應轉數快等網上系統愈趨普及而令網上騙案數字提升，建議警方加強培訓，協助前線人員迅速及有效地評估網上錯誤轉賬的案件是否涉及刑事成分，及時採取行動以保障廣大市民的財產。監警會的改善建議亦顧及社會上不同群體的需要。其中一項建議旨在提升警務人員辨識精神上無行為能力人士的敏感度，另外會方亦建議應以錄影會面方式為視障人士錄取口供，進一步保障有不同需要人士的權益。

持續與投訴警察課商討如何提升處理投訴機制的成效，是監警會過去一年的其中一項重點工作。今年，雙方正式落實精簡「透過簡便方式解決投訴」的工作流程，成功加快處理輕微投訴，提升整體投訴處理的效率，令投訴制度的運作更加順暢。目前，每宗「透過簡便方式解決投訴」個案的平均處理時間為77日，較以往近100日縮短超過兩成。在精簡流程後，兩層架構投訴警察機制不僅做到提速、提效，能盡快處理市民的不滿並加快調查的步伐，更能達致整體上的提質，將騰出的資源投放於需要深入調查的個案，以及跟進監警會向警方提出的改善建議。

社會不斷轉變，警方每日也要面對新挑戰，故此監警會着重與執法的前線人員深入交流，讓委員更能根據他們工作的實際情況，審核每宗投訴。會方留意到近年警隊既要執行一般日常警務，又要肩負打擊網上罪案的重任。隨着網絡騙案持續上升，更多市民向警方舉報騙案，公眾和警務人員的接觸增多，也增加了可能引致投訴的機會。有見及此，委員親身前往反詐騙協調中心和反詐騙聯合情報中心，實地

Since I took up IPCC chairmanship, the Council has continued to handle each complaint in a fair manner and in the vetting process, identify areas for improvement within the police force to reduce unnecessary complaints, in pursuit of impartiality and excellence in the complaints system. During the reporting period, the Council proposed a total of 20 Service Quality Improvement Initiatives (SQIIs), covering traffic enforcement, handling of detained persons, police equipment, etc. In view of the growing number of online fraud cases stemming from the increasing popularity of online payments such as the Faster Payment System (FPS), the Council has recommended the police strengthen their training to help frontline officers swiftly and effectively assess whether cases of mis-transfer of money contain any criminal elements, and take timely action to protect the property of members of the public. The SQIIs proposed by the Council also address the needs of various groups in our society. One recommendation aims to enhance police officers' sensitivity towards identifying mentally incapacitated persons. Additionally, the Council recommends that the police should take statements from visually impaired persons by way of video-recorded interviews. These recommendations further protect the rights of people with different needs.

Over the past year, one of the IPCC's focuses has been engaging in ongoing discussions with the Complaints Against Police Office (CAPO) on ways to enhance the effectiveness of the complaints handling mechanism. This year, IPCC and CAPO have officially implemented the streamlined procedures for Informal Resolution (IR), which has successfully expedited the handling of minor complaints. The overall efficiency of complaints handling is enhanced and the operation of the complaints system gets smoother. At present, the average time for a complaint processed through IR is 77 days, representing a reduction of more than 20% as compared to 100 days before the streamlined procedures were implemented. The streamlined procedures have not only sped up the processing time of the two-tier police complaints system, but also made the system more effective by handling public grievances in the shortest time possible and expediting investigations. Furthermore, the streamlined procedures have allowed resources to be devoted to complaints that require extensive investigation, as well as to follow-up work on the SQIIs made by the Council to the police, attaining overall quality improvement of the complaints system.

The police have been facing continuous challenges in our ever-changing society. Therefore, IPCC attaches great importance to in-depth engagement with frontline police officers, which assists Council Members to take into consideration actual policing work conditions when examining each complaint. IPCC has noted that the police have been shouldering the responsibility of combatting online crimes in recent years, in addition to performing daily policing duties. The rising number of online scams has prompted more members of the public to report deception cases to the police. The increased interaction between the public and police officers could result in more

了解警方打擊和預防騙案的措施，及當中可能引起投訴的環節。我與委員和秘書處職員在年內亦到訪警隊其他單位，以了解不同範疇的警務工作。未來，我希望透過更多探訪，深入了解前線警務人員的職責和挑戰，以助委員會從不同角度審核投訴個案，並跟進警隊落實改善建議的進度。

加強公眾對監警會工作的認識，是在《監警會條例》下會方工作的另一重點。因此，監警會積極走進校園，播下教育種子，讓年輕一代認識投訴人的權與責，並透過分享審核投訴個案的流程，引導同學理解何為有效的投訴制度，甚麼是公平公正、「以證據為依歸」的思考模式，更進一步明白投訴過程並不止於排解公眾的不滿，更重要的是協助警隊從中找出可以改進之處。這正是監警會設立改善建議機制的目的。

complaints. In view of this, Council Members visited the Anti-Deception Coordination Centre and Anti-Deception Alliance to gain first-hand understanding of the police's measures in combatting and preventing scams, as well as aspects that may lead to complaints. During the year, I also visited other police units with Council Members and Secretariat staff to understand different areas of policing. Looking ahead, I hope to deepen our understanding of the duties of and challenges faced by frontline police officers through more visits to police units, thereby enabling the Council to examine complaint cases from different perspectives and to follow up on the police's progress in implementing the SQIs.

Another focus of the Council under the Independent Police Complaints Council Ordinance is to enhance the public's understanding of our work. Therefore, IPCC actively collaborates with schools to instil an awareness of complainants' rights and responsibilities among the younger generation. By sharing the vetting process of complaint cases, IPCC guides students to comprehend what constitutes an effective complaints system, as well as the principles of fairness and impartiality, and the evidence-based thinking model. Furthermore, students can gain a deeper understanding that the complaint process is not merely about addressing public grievances; more importantly, it is also about assisting the police force in identifying areas for improvement. This is precisely the purpose of IPCC in setting up the SQI mechanism.



監警會先後於2023年5月和10月與水警總區總部(左)和新界北衝鋒隊(右)的前線人員交流。

IPCC engaged with frontline police officers from the Marine Police Regional Headquarters (left) and Emergency Unit New Territories North (right) in May and October 2023.

誠如本年報的封面，整個監警會團隊就像一支帆船隊伍。各委員、觀察員和秘書處職員在船上擔當不同崗位，各司其職，讓會方充分發揮職能，同時確保現行投訴機制行穩致遠。在此，我歡迎陳永德先生、林建康先生、王賜豪醫生和嚴玉麟博士加

As illustrated by the cover design of this Annual Report, I see close resemblance of the IPCC team to a sailing team. Council Members, Observers and Secretariat staff play different roles and strive to discharge their respective duties aboard the vessel, ensuring optimal performance of the IPCC functions and steadfast implementation of the current complaints system. On this journey, I warmly welcome our

入監警會。我同時衷心向五名榮休委員——余黎青萍女士、陳錦榮先生、鄺永銓先生、陳黃麗娟博士和王家揚先生致以謝意，他們一直鼎力支持會方的工作，對社會貢獻良多。

此外，我鳴謝逾百名觀察員在2023/24年度合共觀察1,751次由投訴警察課進行的會面和證據收集工作，出席率高達98%，進一步加強監警會的監察職能，並鞏固市民對投訴制度的信心。我亦感謝秘書長帶領整個秘書處團隊，以堅定的態度，恪守誠信的價值觀，忠誠地協助我和全體委員管理及執行監警會的工作，維持會方高管治水平及整體效能。

船隻在海上揚帆，不免會經歷風浪和顛簸，必須保持平衡，才能穩定前進；監警會的審核工作正如揚帆出海一樣，必須持平地考慮投訴雙方的論點和證據。過程中，會方一直謹守「以事實為基礎、以證據為依歸、在陽光下辦事」的原則，讓監警會不論順流逆流，也能保持不偏不倚，為投訴人和被投訴人主持公道。帆船團隊會善用帆的角度和風力之間的作用，令船隻向目標前進，就如監警會以改善建議，從處理投訴所反映可改善的地方，成為令制度整體前進的方向。


香港社會發展正乘風而起，各界在自身崗位上勇往直前。監警會定當繼續堅守崗位，與社會各界攜手開啟新篇章，迎來新氣象，邁向新里程。

new Members Mr Kevin Chan Wing-tak, Mr Matthew Lam Kin-hong, Dr Jimmy Wong Chi-ho and Dr Stanley Yim Yuk-lun on board our Council. I also extend my heartfelt gratitude to our five retired Members — Mrs Helen Yu Lai Ching-ping, Mr Clement Chan Kam-wing, Mr Wilson Kwong Wing-tsuen, Dr Anissa Chan Wong Lai-kuen and Mr Roland Wong Ka-yeung — for their unwavering support to the Council's work and invaluable contributions to society.

I must also thank the over one hundred IPCC Observers for their participation in 1,751 interviews and collection of evidence conducted by CAPO in 2023/24, achieving a remarkable attendance rate of 98%. This commitment further strengthens IPCC's ability to carry out its monitoring function and boosts public confidence in the complaints system. I would like to extend my appreciation to the Secretary-General for leading the Secretariat with steadfast commitment, integrity and loyalty. Their support has been instrumental in assisting both myself and the full Council in managing and executing our work, while maintaining a high level of governance and overall efficacy of IPCC.

Much like a sailboat needing to maintain its balance while navigating stormy seas, the Council must maintain impartiality in assessing the arguments and evidence presented by both complainants and complainees during the vetting process. In navigating its responsibilities, IPCC adheres to the principle of handling each complaint strictly on the basis of fact and evidence, honestly, without fear or favour. This ensures that IPCC can remain impartial in delivering justice for both complainants and complainees regardless of the ebbs and flows. The sailing team will effectively utilise the relationship between the angle of the sail and the wind force to propel the boat towards its target; just as IPCC uses SQIIs, where areas of improvement that are revealed from the handling of complaints, to transform into a direction for overall advancement of the system.

Hong Kong is making steady progress, with all sectors boldly advancing in their respective capacities. IPCC will continue to stay committed, working hand in hand with all sectors of the society to usher in a new chapter, a new atmosphere, and a new milestone for our city.



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