

監察投訴處理

Monitoring the Handling of Complaints





2

ipcc

調查報告及指控數字

Number of Investigation Reports and Allegations

接獲及通過的須匯報投訴個案數字

Number of Reportable Complaint cases received and endorsed

	2023/24	2022/23
接獲的須匯報投訴個案 Reportable Complaint cases received	1,617	1,413
通過的須匯報投訴個案 Reportable Complaint cases endorsed	1,631	1,419

在本報告期內(2023年4月1日至2024年3月31日)，監警會共接獲投訴警察課1,617宗新的須匯報投訴個案的調查報告，按年增加14.4%。

同期，監警會通過了1,631宗須匯報投訴個案的調查結果(包括29宗覆檢個案)，按年增加14.9%。除了覆檢個案外，涉及的指控有2,318項，按年增加4.5%，其中首三類最多的指控依序為「疏忽職守」、「行為不當／態度欠佳／粗言穢語」及「毆打」。

經監警會嚴謹審核後，被列為「獲證明屬實」、「未經舉報但證明屬實」和「無法完全證明屬實」的「疏忽職守」指控共有51項(佔該類指控的4.6%)，「行為不當／態度欠佳／粗言穢語」指控共有12項(佔該類指控的1.1%)，「毆打」指控則共有零項(佔該類指控的0%) (詳細數字請參閱第42至43頁)。

During the reporting period (1 April 2023 to 31 March 2024), the IPCC received reports from CAPO on the investigation of 1,617 new Reportable Complaint cases, representing an increase of 14.4% compared to the previous year.

In the same period, the IPCC endorsed the results of investigation for 1,631 Reportable Complaint cases (including 29 reviewed cases), representing an increase of 14.9% compared to the previous year. There were a total of 2,318 allegations excluding the reviewed cases, representing an increase of 4.5% compared to the previous year. The top three allegations in descending order were “Neglect of Duty”, “Misconduct / Improper Manner / Offensive Language” and “Assault”.

After the IPCC’s meticulous examination, a total of 51 counts of “Neglect of Duty” allegation (4.6% of these allegations) were classified as “Substantiated”, “Substantiated Other Than Reported” or “Not Fully Substantiated” (SUB/SOTR/NFS), while 12 counts of “Misconduct/Improper Manner/Offensive Language” allegation (1.1% of these allegations) and zero count of “Assault” allegation (0% of these allegations) were classified as SUB/SOTR/NFS respectively (please refer to pages 42 to 43 for detailed figures).

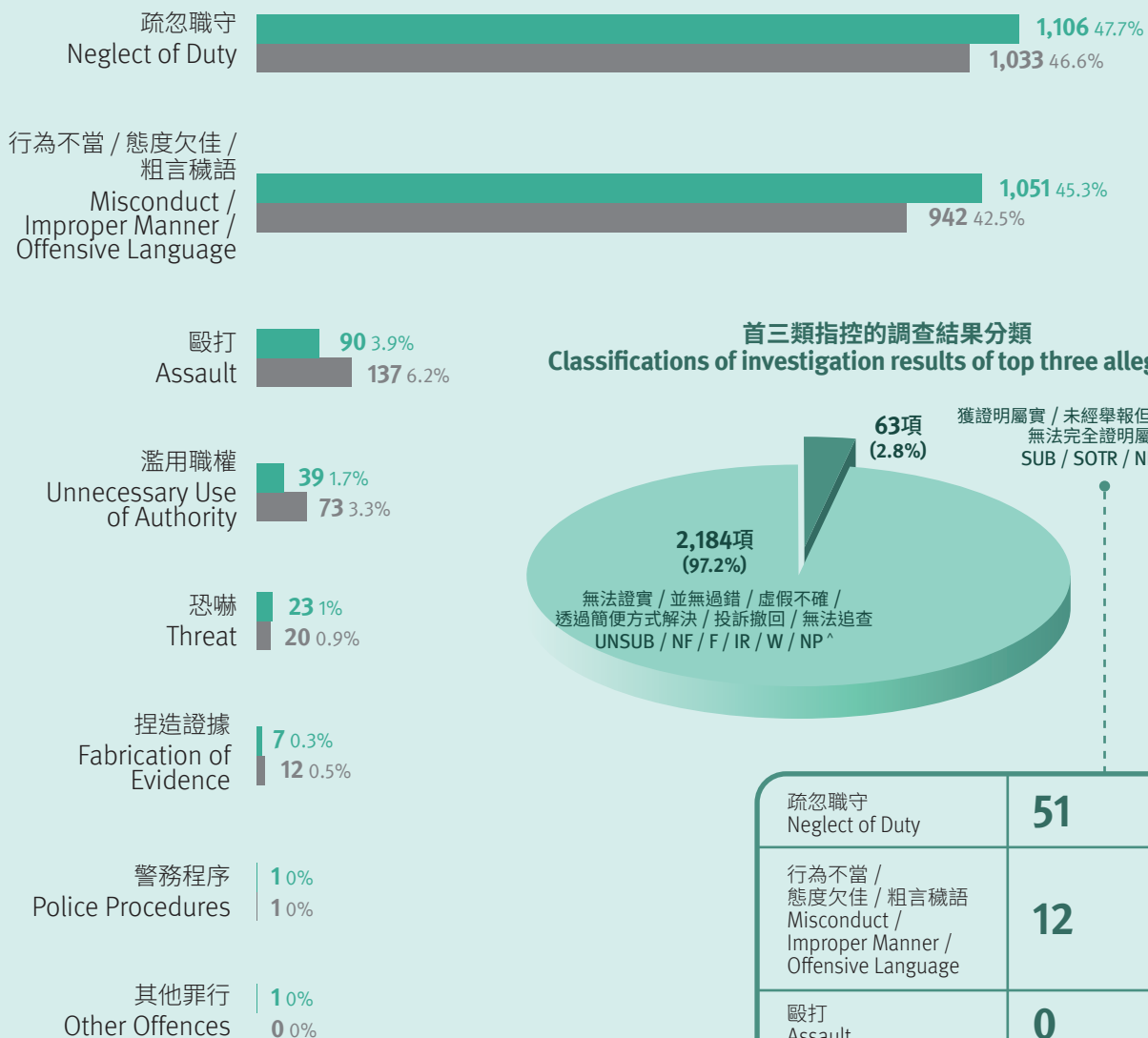
通過的指控數字(按性質分類)見下表：

The following chart shows details of the number of allegations endorsed (by nature):

監警會通過的指控

Allegations endorsed by the IPCC

2023/24 指控總數 **2,318** Total number of allegations
2022/23 指控總數 **2,218** Total number of allegations



註：由於進位原因，百分率的總和未必是100%。
年度數字截至該年度的3月31日。

Note: Percentage may not add up to exactly 100% due to rounding of figures.
Figures are as of 31 March of the respective reporting year.

Substantiated/Substantiated Other Than Reported/Not Fully Substantiated
^ Unsubstantiated/No Fault/False/Informally Resolved/Withdrawn/Not Pursuable

調查結果 Investigation Results

在2023/24年度獲通過的2,318項指控中，經全面調查的指控有316項，當中36項被列為「獲證明屬實」，佔所有經全面調查指控的11.4%。27項被列為「未經舉報但證明屬實」(佔8.5%)，1項被列為「無法完全證明屬實」(佔0.3%)，121項被列為「無法證實」(佔38.3%)，114項被列為「並無過錯」(佔36.1%)，17項則被列為「虛假不確」，佔總數的5.4%。

在其餘的2,002項無需進行全面調查的指控中，331項「透過簡便方式解決」，佔無需進行全面調查指控的16.5%。925項被列為「投訴撤回」(佔46.2%)，746項被列為「無法追查」(佔37.3%)。沒有指控被列為「終止調查」。

Among the 2,318 allegations endorsed in 2023/24, 316 were fully investigated. 36 were classified as “Substantiated” (11.4% of those fully investigated), 27 as “Substantiated Other Than Reported” (8.5%), 1 as “Not Fully Substantiated” (0.3%), 121 as “Unsubstantiated” (38.3%), 114 as “No Fault” (36.1%), and 17 as “False” (5.4%).

Among the remaining 2,002 allegations which did not require full investigation, 331 were “Informally Resolved” (16.5% of those not fully investigated), 925 were classified as “Withdrawn” (46.2%), 746 as “Not Pursuable” (37.3%). There was no allegation classified as “Curtailed”.



2022/23 和 2023/24 年度的調查結果數據比較見下表：

The following table shows a comparison of figures regarding investigation results in 2022/23 and 2023/24:

監警會通過的調查結果

Investigation results endorsed by the IPCC

2023/24 指控總數
Total number of allegations **2,318**

2022/23 指控總數
Total number of allegations **2,218**

獲證明屬實
Substantiated

36 11.4%
52 9.4%

未經舉報但證明屬實
Substantiated Other
Than Reported

27 8.5%
45 8.1%

無法完全證明屬實
Not Fully Substantiated

1 0.3%
3 0.5%

無法證實
Unsubstantiated

121 38.3%
177 32.0%

並無過錯
No Fault

114 36.1%
234 42.2%

虛假不確
False

17 5.4%
43 7.8%

透過簡便方式解決
Informally Resolved

331 16.5%
389 23.4%

投訴撤回
Withdrawn

925 46.2%
665 40.0%

無法追查
Not Pursuable

746 37.3%
610 36.6%

經全面調查的指控
Allegations that required full investigation

2023/24 **316** | 2022/23 **554**

無需進行全面調查的指控
Allegations that did not require full investigation

2023/24 **2,002** | 2022/23 **1,664**

註：由於進位原因，百分率的總和未必是 100%。
年度數字截至該年度的 3 月 31 日。

Note: Percentage may not add up to exactly 100% due to rounding of figures.
Figures are as of 31 March of the respective reporting year.

監警會通過的須匯報投訴個案的指控數字(根據性質和調查結果劃分)

Number of allegations involved in the Reportable Complaint cases endorsed by the IPCC
(by nature and by results of investigations)

年份 Year	疏忽職守 Neglect of Duty		行為不當 / 態度欠佳 / 粗言穢語 Misconduct / Improper Manner / Offensive Language		毆打 Assault		濫用職權 Unnecessary Use of Authority	
	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23
經全面調查的指控 Allegations that required full investigation								
獲證明屬實 Substantiated	24	36	11	14	0	0	1	2
未經舉報但證明屬實 Substantiated Other Than Reported	26	44	1	1	0	0	0	0
無法完全證明屬實 Not Fully Substantiated	1	1	0	2	0	0	0	0
無法證實 Unsubstantiated	42	49	66	106	4	14	9	7
並無過錯 No Fault	78	159	19	37	2	2	15	35
虛假不確 False	3	6	6	12	2	17	0	1
小計 Subtotal	174	295	103	172	8	33	25	45
無需進行全面調查的指控 Allegations that did not require full investigation								
透過簡便方式解決 Informally Resolved	139	158	192	231	0	0	0	0
投訴撤回 Withdrawn	486	339	404	280	24	34	3	4
無法追查 Not Pursuable	307	241	352	259	58	70	11	24
小計 Subtotal	932	738	948	770	82	104	14	28
總數 Total	1,106	1,033	1,051	942	90	137	39	73

	恐嚇 Threat		捏造證據 Fabrication of Evidence		警務程序 Police Procedures		其他罪行 Other Offences		總數 Total	
	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23
	0	0	0	0	0	0	0	0	36	52
	0	0	0	0	0	0	0	0	27	45
	0	0	0	0	0	0	0	0	1	3
	0	0	0	1	0	0	0	0	121	177
	0	0	0	0	0	1	0	0	114	234
	1	2	5	5	0	0	0	0	17	43
	1	2	5	6	0	1	0	0	316	554
	0	0	0	0	0	0	0	0	331	389
	6	5	1	3	0	0	1	0	925	665
	16	13	1	3	1	0	0	0	746	610
	22	18	2	6	1	0	1	0	2,002	1,664
	23	20	7	12	1	1	1	0	2,318	2,218

警方對違規人員採取的跟進行動 Police Actions Against Defaulting Officers

在本報告年度獲監警會通過的個案中，共有79名警務人員需接受跟進行動，涉及54宗個案。分項數字見下表：

During the reporting year, actions were taken against 79 police officers regarding 54 cases endorsed by the IPCC. The following table shows the breakdown of figures:

警方於2022/23及2023/24年度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 regarding cases endorsed by the IPCC during 2022/23 and 2023/24

	人員數目 Number of officers	
	2023/24	2022/23
A 刑事訴訟 Criminal proceedings	0	0
B 紀律覆檢 Disciplinary review	4	0
C 其他內部行動 Other internal actions		
警告 Warnings	22	20
訓諭 Advice	53	82
總數 Total	79	102

向投訴警察課提出質詢 Queries Raised with CAPO

在2023/24年度，監警會向投訴警察課合共提出717項質詢，內容包括監警會向投訴警察課提出的各類要求，例如修正調查報告的內容，以及就報告內容提供更多資料及澄清。監警會亦就警方的工作常規或程序提供改善建議。

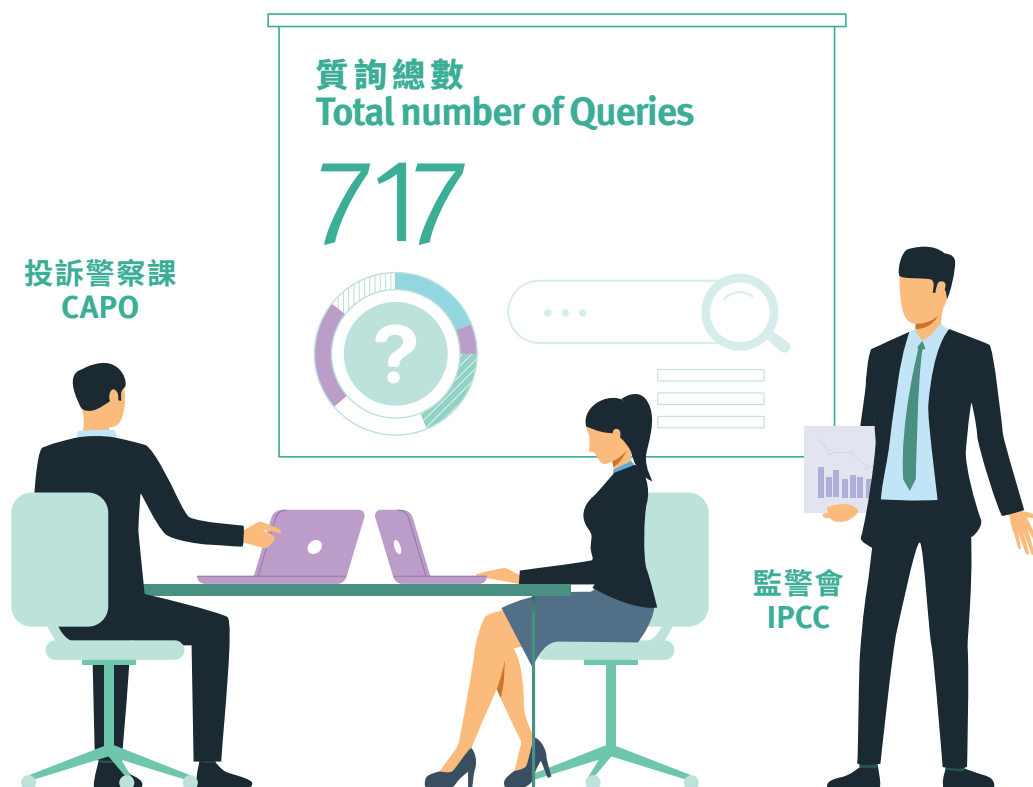
根據《監警會條例》，投訴警察課必須回覆監警會的質詢。每當監警會收到投訴警察課的回覆，審核團隊會研究當中的資料、解釋及觀點，然後提交予委員組成的審核小組考慮。有需要時，監警會可以就同一事項向投訴警察課再提出質詢，或把事項提交到工作層面會議與投訴警察課商討，直至監警會滿意其解釋，才會通過該宗投訴個案。

報告期內，共有419項質詢須再作跟進，其餘的質詢則經由投訴警察課澄清或解釋後得以圓滿解決。

The IPCC raised a total of 717 Queries with CAPO in 2023/24. These Queries included various requests to CAPO, for example, amending the content of investigation reports, and providing more information and clarification regarding the reports. The IPCC also made improvement recommendations on the police practices and procedures.

Pursuant to the IPCCO, CAPO must reply to IPCC's Queries. When the IPCC receives responses from CAPO, the vetting teams will scrutinise the information, explanation and views before passing them to Members of Vetting Sub-groups for consideration. The IPCC may raise follow-up Queries regarding the same matters or bring up the matters to Working Level Meetings for further discussion with CAPO. Investigation reports will be endorsed only when the IPCC is satisfied with CAPO's explanation.

During the reporting period, there were 419 Queries requiring further actions. The remaining Queries were satisfactorily resolved upon clarification or explanation by CAPO.



監警會提出質詢的詳細數據請見下表：

The following table shows the breakdown of figures regarding Queries raised by the IPCC:

質詢總數 Total number of Queries		717		需要再作跟進的質詢 Number of Queries requiring further actions		419	
		質詢總數 Total number of Queries		需要再作跟進的質詢 Number of Queries requiring further actions			
年份	Year	2023/24	2022/23	2023/24	2022/23		
質詢性質 Nature of Queries							
I.	調查結果分類 Classification of investigation results	151	227	83	113		
II.	改善警隊常規和程序的建議 Recommended improvements to police practices and procedures	20	19	20	19		
III.	遵從警務常規和程序 Compliance with police practices and procedures	17	10	5	4		
IV.	行使警權的理由 Reasons for exercising police power	4	5	3	1		
V.	對處理違規人員的行動提出意見 Comments on actions against defaulting officers	11	16	7	11		
VI.	澄清調查報告資料 Clarification of information in investigation reports	362	474	219	324		
VII.	調查透徹度 Investigation thoroughness	111	143	55	78		
VIII.	其他質詢 Other Queries	41	47	27	24		
總數 Total		717	941	419	574		

I. 調查結果分類

監警會在2023/24年度就調查結果分類提出151項質詢，而投訴警察課需要再作跟進的質詢共有83項，當中經修訂為「獲證明屬實」、「無法完全證明屬實」、「並無過錯」及「虛假不確」的指控如下：

I. Classification of investigation results

A total of 151 Queries were raised by the IPCC in 2023/24 regarding the classification of investigation results, of which 83 required further actions by CAPO. The following table shows the allegations that were reclassified as “Substantiated”, “Not Fully Substantiated”, “No Fault” and “False”:

8	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 to	「獲證明屬實」 “Substantiated”
3	項 reclassified from	「並無過錯」 “No Fault”	改列為 to	「獲證明屬實」 “Substantiated”
2	項 reclassified from	「無法追查」 “Not Pursuable”	改列為 to	「獲證明屬實」 “Substantiated”
1	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 to	「無法完全證明屬實」 “Not Fully Substantiated”
14	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 to	「並無過錯」 “No Fault”
8	項 reclassified from	「無法追查」 “Not Pursuable”	改列為 to	「並無過錯」 “No Fault”
1	項 reclassified from	「虛假不確」 “False”	改列為 to	「並無過錯」 “No Fault”
8	項 reclassified from	「並無過錯」 “No Fault”	改列為 to	「虛假不確」 “False”
2	項 reclassified from	「投訴撤回」 “Withdrawn”	改列為 to	「虛假不確」 “False”
1	項 reclassified from	「無法證實」 “Unsubstantiated”	改列為 to	「虛假不確」 “False”
1	項 reclassified from	「無法追查」 “Not Pursuable”	改列為 to	「虛假不確」 “False”

經修訂的調查結果分類共有 82 項，詳細數據請參考下表：

The investigation results of 82 allegations were reclassified. The following table shows the breakdown of these changes:

2023/24年度監警會通過的經修訂分類結果 Changes of classification endorsed by the IPCC in 2023/24

原來分類 Original classification	最後分類 Final classification							總數 Total
	獲證明屬實 Substantiated	無法完全 證明屬實 Not Fully Substantiated	無法證實 Unsubstantiated	並無過錯 No Fault	虛假不確 False	無法追查 Not Pursuable	投訴撤回 Withdrawn	
獲證明屬實 Substantiated	N/A	0	0	0	0	0	0	0
無法完全證明屬實 Not Fully Substantiated	0	N/A	0	0	0	0	0	0
無法證實 Unsubstantiated	8	1	N/A	14	1	0	0	24
並無過錯 No Fault	3	0	15	N/A	8	5	8	39
虛假不確 False	0	0	0	1	N/A	2	0	3
無法追查 Not Pursuable	2	0	2	8	1	N/A	0	13
投訴撤回 Withdrawn	0	0	0	0	2	1	N/A	3
總數 Total	13	1	17	23	12	8	8	82

此外，監警會年內通過了 27 項「未經舉報但證明屬實」的指控，當中有 12 項是經監警會提出質詢後而增加的。另外有 36 宗事件記錄為「旁支事項」*。

Moreover, the IPCC endorsed 27 counts of “Substantiated Other Than Reported” allegations, 12 of which were registered after the IPCC raised Queries. Another 36 incidents were recorded as “Outwith” matters*.

* 「旁支事項」是指任何違反紀律或警隊通令的事項。這些事項在調查過程中被披露，但與投訴內容並無密切關係。

* An “Outwith” matter refers to any breach of discipline or police force orders that has been disclosed in the course of complaint investigation but is not closely related to the complaint.

II. 改善警隊常規和程序的建議

根據《監警會條例》第8條(1)(c)，監警會可就警隊常規或程序中引致或可能引致投訴的缺失或不足之處，向警務處處長和／或行政長官作出建議。報告期內，監警會就改善警隊常規和程序作出了20項建議。

III. 遵從警務常規和程序

監警會可向投訴警察課提出質詢，以確定投訴個案涉及的警務人員在行使職權時，是否已遵從有關警務常規和程序。報告期內，屬於這類的質詢共有17項。

IV. 行使警權的理由

監警會亦關注警務人員在執勤時的警權運用。報告期內，監警會就警務人員在運用警權時的理據提出四項質詢。

V. 對處理違規人員的行動提出意見

雖然向警務人員發出訓諭或採取紀律行動屬警務處處長的職權，但監警會仍可就已經或將會採取的行動提出意見，例如行動是否能適當反映過失的嚴重性等。報告期內，監警會曾就有關事項提出11項質詢。

VI. 澄清調查報告資料

報告期內，監警會就投訴調查報告內含糊不清的地方，共提出了362項質詢，例如要求投訴警察課就投訴的背景提供更多資料。

VII. 調查透徹度

報告期內，監警會共提出111項有關調查透徹程度的質詢，即要求投訴警察課就調查採取更深入的行動，例如會見證人和收集更多證據等。

II. Recommended improvements to police practices and procedures

Under section 8(1)(c) of the IPCCO, the IPCC may make recommendations to the Commissioner of Police and/or the Chief Executive if it identifies any fault or deficiency in the police practices or procedures that has led to or might lead to complaint. During the reporting period, the IPCC suggested 20 improvement measures to the police.

III. Compliance with police practices and procedures

The IPCC may raise Queries with CAPO to ascertain whether the police officers involved in a complaint have complied with relevant police practices and procedures in exercising their constabulary powers. During the reporting period, 17 Queries were raised under this category.

IV. Reasons for exercising police powers

The use of police powers by officers in the discharge of their duties is a concern to the IPCC. During the reporting period, the IPCC raised four Queries in respect of reasons for the use of police powers.

V. Comments on actions against defaulting officers

While the dispensing of advice or disciplinary action against police officers is a matter for the Commissioner of Police, the IPCC will examine the actions taken or to be taken to ascertain whether they are commensurate with the seriousness of the offences. The IPCC raised 11 Queries on such actions during the reporting period.

VI. Clarification of information in investigation reports

During the reporting period, the IPCC raised 362 Queries regarding ambiguous points in the investigation reports. In such cases, CAPO was requested to provide more background information on the complaints.

VII. Investigation thoroughness

During the reporting period, the IPCC raised 111 Queries regarding the thoroughness of police investigations. These Queries included requests to CAPO for more in-depth investigation by conducting interviews with witnesses and collection of more evidence.

觀察員計劃 Observers Scheme

2023/24 觀察總數
Total number of observation **1,751**

2022/23 觀察總數
Total number of observation **1,915**

預先安排和未經預約觀察的分項數字 Number of scheduled observation and observation without appointment

	2023/24	2022/23
預先安排 Scheduled	1,735	1,905
未經預約 Without appointment	16	10
總數 Total	1,751	1,915

觀察會面和證據收集工作的分項數字 Number of observation of interviews and collection of evidence

	2023/24	2022/23
觀察會面 Interviews	1,332	1,427
證據收集 Collection of evidence	419	488
總數 Total	1,751	1,915

2023/24 年度，監警會的委員及觀察員共進行了 1,751 次觀察，較去年下降 8.6%，當中預先安排的有 1,735 次，未經預約的有 16 次。在 1,751 次觀察中，有 1,332 次是觀察會面，其餘 419 次是觀察證據收集的工作。

Under the Observers Scheme, 1,751 observation sessions were conducted by Members and Observers of the IPCC in the year 2023/24, representing a decrease of 8.6% compared to the previous year. Among them, 1,735 were scheduled observation sessions and 16 were conducted without appointment. Out of the 1,751 observation sessions, 1,332 involved the conduct of interviews and 419 involved the collection of evidence.

觀察員出席比率 Observers' attendance rate

觀察員出席觀察及接獲通知的數字 Number of observation attended by IPCC Observers and notification received

	2023/24	2022/23
出席觀察 Observation attended	1,751	1,915
接獲通知 Notification received	1,785	1,953
出席比率(觀察／接獲通知) Attendance rate (Observation / Notification received)	98.1%	98.1%

投訴警察課會盡量在可行的情況下，於進行會面或證據收集前，給予監警會不少於48小時的通知。在2023/24年度，監警會接獲投訴警察課1,785次通知。

在本報告期內，監警會觀察員出席了1,751次觀察，包括觀察會面和證據收集，佔整體通知的98.1%，出席比率和前一年相同。

CAPO has agreed that, as practicable, the IPCC will be notified at least 48 hours in advance of any impending interview or collection of evidence. In 2023/24, 1,785 counts of notification were received from CAPO.

During the reporting period, IPCC Observers attended 1,751 observation sessions, including interviews and collection of evidence, amounting to 98.1% of the notification received. The attendance rate is the same as that of the previous year.

須知會投訴 Notifiable Complaints

須知會投訴數字 Number of Notifiable Complaints

	2023/24	2022/23
經監警會檢視的須知會投訴 Notifiable Complaints examined by the IPCC	1,331	766
重新歸類為須匯報投訴 Re-categorised as Reportable Complaint	7	1

根據《監警會條例》第9條，投訴警察課須定期向監警會提交載有「須知會投訴」摘要的列表以供檢視，並解釋把該投訴歸類為須知會投訴的理由。若監警會認為某宗投訴應歸類為須匯報投訴，便會向投訴警察課作出相應的建議，投訴警察課亦需重新考慮該宗投訴的歸類。

在報告期內，監警會檢視了1,331宗須知會投訴的摘要，較去年同期上升73.8%。經監警會檢視後，投訴警察課應監警會建議將其中七宗投訴重新歸類為須匯報投訴。

Under section 9 of the IPCCO, CAPO must regularly submit a list of Notifiable Complaints with brief description to the IPCC for examination and explain the reasons for categorising the complaints as Notifiable Complaints. If the IPCC considers that any of these complaints should be classified as Reportable Complaints instead, the IPCC will make suggestions to CAPO accordingly. CAPO will then need to reconsider the categorisation.

During the reporting period, brief description of 1,331 Notifiable Complaints were examined by the IPCC, representing an increase of 73.8% compared to the previous year. After examination by the IPCC, CAPO re-categorised seven cases as Reportable Complaint on the IPCC's recommendation.

監警會進行會面 IPCC Interviews Conducted

《監警會條例》第20條列明，監警會在審核報告期間，可以會見任何能夠或可能就調查報告向委員會提供資料或協助的人士。報告期內沒有須進行監警會會面的個案。

According to section 20 of the IPCCO, in the course of examining CAPO's investigation reports, the IPCC may interview any person who is or may be able to provide information or assistance to the Council in relation to the investigation reports. There were no cases requiring IPCC interview during the reporting period.

公眾查詢 Public Enquiries

為提高透明度，監警會設立了不同途徑供市民向會方查詢或表達意見。在報告期內，監警會共收到7,023宗公眾透過電話、郵寄、電郵、傳真及親臨的查詢。與監警會工作有關的查詢，會方均已按服務承諾的時間回覆及適時跟進。

In order to enhance transparency, the IPCC has set up various channels for the public to make enquiry or express their opinions. During the reporting period, the IPCC received 7,023 public enquiries via telephone, post, email, fax and in person. Enquiries relating to the work of IPCC were handled in accordance with the timeframe specified under the IPCC's performance pledge.