

# 傳訊工作 Communications





## 與持份者聯繫 Stakeholder Engagement

隨着社會全面復常，監警會在2023/24年度積極透過多元化的活動，與更多持份者面對面交流。報告期內，會方舉辦和參與40項活動，接觸超過11,000名市民、師生，以及警方、傳媒、教育界和專業團體的代表。

除了加強公眾對監警會工作和兩層架構投訴警察制度的認識外，會方的宣傳方針繼續聚焦於兩大範疇。監警會一方面在不同場合向市民闡釋投訴人的權利和責任，另一方面亦向不同持份者講解會方持續提出改善建議，如何有助警隊提升服務質素，減少不必要的投訴。

同時，監警會多管齊下，透過網頁、YouTube頻道、刊物等方式發布最新資訊，與公眾保持緊密聯繫。

As society returned to normalcy, the IPCC proactively engaged with stakeholders through a diverse range of face-to-face activities in 2023/24. During the reporting period, the IPCC organised and participated in 40 activities, engaging with over 11,000 members of the public, teachers and students, as well as representatives of the police, media, education and professional groups.

In addition to promoting public awareness of the IPCC's work and the two-tier police complaints system, the Council continued to focus its publicity efforts on two major areas. First, the IPCC expounded on the rights and responsibilities of complainants to the general public on various occasions. Second, the IPCC illustrated to different stakeholders how the improvement initiatives put forward by the Council help enhance the service quality of the police and reduce unnecessary complaints.

At the same time, the IPCC disseminated its latest information across various platforms, including its website, YouTube channel and publications, in order to stay connected with the public.

## 青少年及教育團體 Youth and educational organisations

### 校園計劃

監警會自2016年11月推出校園計劃，到訪多所本地大專院校、中學和小學介紹監警會的工作和香港的兩層架構投訴警察制度，引導年青一代理解何謂「以證據為依歸」的思考模式，並讓學生了解何為有效的投訴制度。

校園計劃形式豐富多元，包括講座、展覽和攤位遊戲，以迎合不同學校的教學需要。會方亦善用科技，在講座中透過電子平台與學生進行實時問答遊戲，增加學習的互動性及趣味性。

### School Programme

Since the launch of its School Programme in November 2016, the IPCC has visited numerous local tertiary institutions, as well as secondary and primary schools. At the visits, the Council introduced its work and the two-tier police complaints system in Hong Kong to students. The aim was to guide the younger generation to think with an “evidence-based” approach, and to understand what is an effective complaints system.

The School Programme offers rich and diverse activities, including talks, exhibitions and game booths, to cater to the varied educational needs of different schools. During the talks, the IPCC made use of technology in engaging students in real-time quiz over a digital platform for a more interactive and fun-filled learning experience.

此外，會方於報告期內到訪了明愛社區書院，由審核團隊代表親身向修讀「警隊實務毅進文憑課程」的學員分享處理投訴個案的經驗，讓他們進一步了解審核投訴的程序、前線警務人員面對的挑戰，以及廣大市民的期望。

監警會在2023/24年度合共完成28場校園活動，向超過9,000名師生講解監警會的工作。

In addition, the Council visited the Caritas Institute of Community Education during the reporting period. Vetting team representatives shared their firsthand experiences in handling complaint cases with students from the Diploma Yi Jin Programme in Police Force Practice, enabling them to better understand the complaint vetting process, challenges faced by frontline police officers, and public expectations.

In 2023/24, the IPCC held a total of 28 school activities, engaging over 9,000 teachers and students to provide them with an overview of the work of the IPCC.



## 監警會教育影片

為了更有效地向年輕一代介紹監警會的角色和職能，會方於報告期內製作了一部全新的3D動畫教育影片。影片以生動有趣的方式向年輕人傳遞監警會的核心價值觀，讓他們更易理解審核投訴的原則和過程。

影片已上載至監警會YouTube頻道 ([www.youtube.com/user/ipccchannel](http://www.youtube.com/user/ipccchannel)) 以供觀看。

## IPCC educational video

To more effectively introduce the role and functions of the IPCC to the younger generation, the Council produced a brand-new 3D-animated educational video during the reporting period. The video conveys the IPCC's core values to young people in a lively and interesting manner to facilitate their understanding of the principles of and procedures for vetting complaint cases.

The video is available on the IPCC's YouTube channel ([www.youtube.com/user/ipccchannel](http://www.youtube.com/user/ipccchannel)) for public viewing.

監警會YouTube頻道  
IPCC YouTube channel



### 與教育團體交流

要培育年輕人正確的價值觀，深入校園固然重要，但讓教育工作者了解監警會的工作和使命亦同樣重要。因此，監警會積極與不同教育團體會面，向他們介紹校園計劃如何協助增強學生的公民意識，攜手培育慎思明辨、擁有獨立思考能力的社會棟樑。

### Engaging with educational organisations

While it is crucial to foster proper values in the younger generation through school engagement activities, deepening education workers' understanding of the work and mission of the IPCC is just as important. To this end, the IPCC proactively engaged with different educational organisations to explain how the School Programme strengthens students' awareness of their civic responsibilities. The goal is to join hands to support the future pillars of our society in developing independent thinking with sound judgement.

2023年5月25日  
25 May 2023

監警會委員施榮恆先生和秘書長梅達明先生向東華三院的教育專家闡述會方校園計劃的多元模式、目標和成效，冀能攜手培育年輕一代的多角度思考能力，並讓學生了解投訴人的權與責。

Mr Ivan Sze Wing-hang (IPCC Member) and Mr Daniel Mui (Secretary-General) met with education specialists from Tung Wah Group of Hospitals (TWGHs). By introducing the diversified modes, goals, and outcomes of the Council's School Programme, the IPCC looks forward to collaborating with TWGHs to cultivate the younger generation's ability to think from multiple perspectives, and to help students understand the rights and responsibilities of complainants.



2023年10月31日  
31 October 2023

監警會與香港教育工作者工會會面，向教育界人士推廣會方的校園計劃，藉以讓更多學生認識監警會的工作，以及本港的兩層架構投訴警察制度。

The IPCC met with the Hong Kong Education Workers Union to promote the Council's School Programme to the education sector. The aim is to deepen students' knowledge of the IPCC's work and the two-tier police complaints system in Hong Kong.



## 警方 The police

為維護行之有效的兩層架構投訴警察制度，會方和警隊各部門一直保持緊密溝通。監警會除了與警方舉辦交流活動外，亦到訪警隊不同單位，了解前線警務人員面對的各種挑戰，並密切跟進警方落實服務質素改善建議的進度。相關經驗亦有助監警會委員全面審核投訴個案，確保每宗投訴得到公平公正的處理。

To maintain an effective two-tier police complaints system, the IPCC has remained in close communication with various departments in the police force. In addition to organising exchange activities with the police, the Council visited various police units to understand the challenges faced by frontline officers, and to closely follow up on the progress of the police's implementation of the SQIIs. These firsthand experiences have enabled IPCC Members to examine the complaint cases with a holistic approach, ensuring that each complaint is handled fairly and impartially.

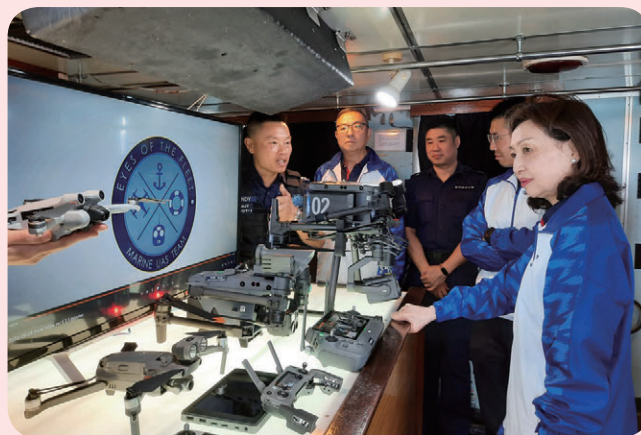
監警會和警方在年內的交流活動如下：

The engagement activities between the IPCC and the police during the year were as follows:

**2023年5月11日  
11 May 2023**

主席王沛詩女士與委員和秘書處職員前往水警總區總部，了解水警的各項工作、前線水警人員在海上執勤及參與救援行動時面對的不同挑戰，以及最新科技如何提升執法和培訓工作的成效。

Ms Priscilla Wong Pui-sze (Council Chairman), IPCC Members and Secretariat staff visited the Marine Regional Headquarters. During the visit, the delegation learned about their work, the challenges faced by frontline Marine police officers as they perform their duties at sea and undertake rescue operations, and the latest technologies that enhance the effectiveness of law enforcement actions and training for officers.



2023年7月25日  
25 July 2023

主席王沛詩女士聯同一眾委員和秘書處職員，與警務處處長及警隊高層共晉午餐，就警方處理投訴的工作交換意見。

Ms Priscilla Wong Pui-sze (Council Chairman), together with Council Members and Secretariat staff, attended a luncheon with the Commissioner of Police and senior police officers to exchange views on the police's work in handling complaints.



2023年10月6日  
6 October 2023

主席王沛詩女士、一眾委員和秘書處職員與新界北衝鋒隊前線警務人員交流，了解他們的日常工作。衝鋒隊向委員展示有關處理家庭暴力事件和持械行劫、以真實事件為藍本的情景演練，讓委員進一步理解衝鋒隊如何在挑戰重重和爭分奪秒的關頭分析形勢、精密部署並作出果斷決定。

An IPCC delegation of Council Members and Secretariat staff, led by Ms Priscilla Wong Pui-sze (Council Chairman), met with frontline police officers of the Emergency Unit (EU) New Territories North to learn about the EU's daily work. The EU presented two scenario demonstrations, based on real domestic violence and armed robbery cases, so that the delegation could better understand how the EU races against time in assessing situations and making precise deployment and strategic judgements at critical junctures.





## 其他團體 Other organisations

2023年5月24日  
24 May 2023

監警會接待來自律政司「普通法訓練計劃」的15名內地法律工作人員。法律事務委員會委員羅孔君女士和許明明女士，以及秘書長梅達明先生，向代表團介紹香港的兩層架構投訴警察制度，並闡釋會方如何透過服務質素改善建議機制，減少不必要的投訴，並提升警隊服務質素。代表團亦與會方分享不同機關的執法經驗和內地的法律制度。

The IPCC received a delegation of 15 Mainland legal officials who participated in the Common Law Training Scheme organised by the Department of Justice. Ms Jane Curzon Lo and Ms Cindi Hui Ming-ming (Members of the Legal Committee), together with Mr Daniel Mui (Secretary-General), introduced the two-tier police complaints system in Hong Kong and explained how the IPCC's SQII mechanism can help reduce unnecessary complaints and enhance the service quality of the police. The delegates also shared with the Council the law enforcement experiences of various agencies and information about the legal system in the Mainland.



2023年8月10日  
10 August 2023

秘書長梅達明先生、副秘書長(行動)劉雅潔女士和副秘書長(管理)胡韻珊女士出席東區撲滅罪行委員會會議，向與會者簡介監警會的角色、兩層架構投訴警察制度，以及會方近年向警隊提出的服務質素改善建議。

Mr Daniel Mui (Secretary-General), Ms Regina Lau (Deputy Secretary-General, Operations), and Ms Patricia Woo (Deputy Secretary-General, Management) attended the Eastern District Fight Crime Committee meeting, during which they introduced the role of the IPCC, the two-tier police complaints system, and the SQIIs proposed to the police by the Council in recent years.



2023年12月17日  
17 December 2023

監警會獲東區撲滅罪行委員會邀請，參加「東區滅罪禁毒助更生暨推廣基本法嘉年華會2023」。監警會在嘉年華會上擺設攤位遊戲和展覽，向公眾介紹監警會的法定職能、兩層架構投訴警察制度的運作，以及投訴人的權與責。嘉年華會吸引超過1,000名市民參與，反應熱烈。

The IPCC was invited by the Eastern District Fight Crime Committee to participate in the Eastern District Fight Crime Beat Drug and Support Rehabilitation cum Promotion of Basic Law Carnival 2023. Through game booths and exhibition, the IPCC introduced the public to the Council's statutory functions, the operation of the two-tier police complaints system, and the rights and responsibilities of complainants. The carnival attracted more than 1,000 participants and received an overwhelming response.



## 公開會議 Open meetings

報告期內，監警會於2023年6月20日、9月19日、12月12日和2024年3月19日與投訴警察課合共舉行四次聯席會議。聯席會議設有公開部分讓市民及傳媒旁聽，以提升市民對會方工作的認知。

投訴警察課在四次會議上匯報最新投訴數字，並就公眾關注的事項進行討論，包括香港輔助警察隊的架構和職責、科技罪案的最新趨勢、處理大型節日活動的工作，以及防範和打擊新型網上騙案的措施。

During the reporting period, the IPCC held four joint meetings with CAPO on 20 June, 19 September, and 12 December 2023, and 19 March 2024. To enhance awareness of the Council's work, part of each meeting was open to the public and the media.

During the four meetings, CAPO reported the latest complaint figures and discussed matters of public concern. Topics discussed included the structure and duties of the Hong Kong Auxiliary Police Force, the recent trend in technology crime, the policing of large-scale festive events, and measures to prevent and combat new online scams.



## 媒體及刊物 Media and publication

報告期內，監警會主席、委員和秘書處代表在不同場合會見傳媒，讓公眾了解會方的最新工作，並回應傳媒提問。

監警會亦透過出版不同刊物，加深市民對會方角色和法定職能的認識。在2023年12月的新聞發布會上，主席王沛詩女士在時任宣傳及社區關係委員會主席陳錦榮先生和秘書長梅達明先生的陪同下發表《2022/23工作報告》，並總結過去一年的主要投訴數字、投訴趨勢和監警會的工作成果。

During the reporting period, Council Chairman, Members and representatives of the Secretariat met with the media on various occasions to keep the public informed of the Council's latest work and to address media enquiries.

The IPCC also promotes public awareness of its roles and statutory functions through various publications. At the news conference in December 2023, Ms Priscilla Wong Pui-sze (Council Chairman), accompanied by Mr Clement Chan Kam-wing (then Chairman of the Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General), presented the *Report 2022/23*. Council Chairman summarised the key complaint statistics, complaint trends and achievements of the IPCC in the past year.

